

Complaint about childcare provision

EY396596/C321551

Date: 05/09/2017

Summary of complaint

On 26 July 2017, we received concerns about the suitability of the premises and the procedures relating to food and drink and medicines. We needed to look into these concerns to check that the provider was meeting requirements of the early years foundation stage; in particular, the requirements relating to general suitable people matters, premises, food and drink and medicines.

On 3 August 2017, we conducted an unannounced visit to the premises. We found that the childminder has suitable systems in place to ensure the premises and adults working there are suitable. The childminder met the requirements relating to food and drink and medicines.

Although not part of the original concern, we found that the childminder was not consistently keeping an accurate record of children's attendance. This is a requirement of the early years foundation stage.

Following our visit we issued the childminder with a notice to improve that required them to:

ensure an accurate record of children's attendance is maintained at all times.

We will monitor the childminder's response. The childminder continues to be registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at

www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted