

## **Complaint about childcare provision**

Ref: EY373786/4163550

Date: 1 May 2019

### **Summary of outcome**

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 April 2019 we received concerns that this childminder was not meeting some of these requirements. We have sent the childminder a Notice to Improve which requires the provider to take the action below within the timescales set out. The childminder will be able to give parents further information about this. The childminder remains registered with Ofsted

Actions needed:

- keep a daily record of the names of children being cared for on the premises and their hours of attendance. Due by 29/05/2019.

The childminder responded to the notice to improve within agreed timescales. She told us that she had reviewed and revised her practice to ensure she accurately records children's daily hours of attendance. We were satisfied with the action the childminder has taken. The childminder remains 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 about the complaints process please view the [Concerns and](#)

complaints about childminders and childcare providers leaflet.