

Complaint about childcare provision

Ref: EY291420/4264314

Date: 28 June 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 27 June 2019 we carried out an unannounced visit to the childminder, following concerns raised to Ofsted. We have served a notice to improve outcome following the visit. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

A notice to improve action was set to:

gain a thorough understanding of events / changes that must be notified to Ofsted

ensure the daily record of attendance contains the names of the children being cared for on the premises and their actual hours of attendance.

The provider 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](#).