

## **Complaint about childcare provision**

Ref: EY347348/4254670

Date: 11 July 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 [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 12/06/2019 we received concerns that this provider was not meeting some of these requirements. We carried out an announced visit on 03/07/2019 where we found breaches in requirements. We have issued a Welfare Requirements Notice. 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. Actions needed maintain all records to ensure the safe and efficient management of the setting, with specific reference to ensuring records show children's hours of attendance by 19 July 2019 maintain all records to ensure the safe and efficient management of the setting, with specific reference to ensuring records show the date a child starts in your care by 19 July 2019. We carried out a monitoring visit on 30th August 2019 and although the childminder is not operating as a childminder in her own home currently, she has taken action and increased her knowledge and understanding of the legal requirements she must meet at all times. The provider is still 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](#).