

## **Complaint about childcare provision**

Ref: 200901/4432650

Date: 23 January 2020

### **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 6 December 2019, we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit and found that the childminder had failed to notify us of changes in the household. Where it is reasonably practicable to do so notification must be made in advance. In other cases, notification must be made as soon as reasonably practicable, but always within 14 days. A registered provider who, without reasonable excuse, fails to comply with these requirements commits an offence.

We are satisfied that the childminder is taking appropriate steps to ensure suitability of her household as the relevant enhanced criminal records check is in progress. The childminder has been informed about ensuring the appropriate forms are also completed and submitted to Ofsted, to allow our suitability checks to be progressed as well. The childminder will be able to give parents further information about this

We are satisfied that the childminder will comply with this and we are not taking any further action.

The childminder 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](#).