

## **Complaint about childcare provision**

Ref: 2530451/4379776

Date: 13 February 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 12 November 2019 we received information that raised concerns that this provider was not meeting some of these requirements.

We have served actions. This notice requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

#### **Action needed**

maintain records to ensure the safe and efficient management of the setting with regard to keeping a daily record of each childminding assistant's working hours – to be completed by 06 February 2020

ensure a daily record is maintained which includes the names of the children being cared for on the premises and their hours of attendance - to be completed by 06 February 2020

An appropriate actions response has been received from the provider. Actions closed.

### **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](#).