

Complaint about childcare provision

Ref: 112354/4452698

Date: 18 February 2020

Summary of outcome

Please could you check this outcome summary for Pauline Newman Case ID 4452698 before I publish.

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 12 February 2020 we received concerns that this provider was not meeting some of these requirements. We contacted the provider by telephone to discuss an incident where a child was able to leave their care unsupervised. The provider failed to meet their legal responsibility to notify Ofsted of this incident.

We are satisfied with the action taken by the provider to prevent this from occurring again. In addition, she has updated her knowledge of what she must inform Ofsted about.

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.](#)