

## **Complaint about childcare provision**

Ref: EY456730/4460376

Date: 23 July 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 February 2020 we received concerns that this provider was not meeting some of these requirements. We suspended the provider's registration because we believed children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children.

We have now lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension and we are satisfied that there is now no risk of harm to children.

We reviewed documentation supplied by the childminder and found that she had operated with more assistants than her registration allowed. Following a discussion with the childminder we are satisfied that she now understands the requirements and will operate her service in line with her registration in future.

The provider will be able to give parents further information about this. 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](#).