

## **Complaint about childcare provision**

Ref: EY562412/4593038

Date: 15 October 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 5 October 2020 we received concerns that this childminder was not meeting some of these requirements. We made a visit to the childminder. Although it was not part of the original concerns we found that the childminder has not maintained an up to date paediatric first aid certificate. We also found that assistants having sole care do not hold a paediatric first aid certificate. We issued the childminder with a notice of action to improve. The childminder will be able to give parents further information about this. The provider is still registered with Ofsted.'

#### **Actions needed**

ensure that you hold a current paediatric first aid certificate, which is renewed every three years by 30 October 2020

ensure that at least one person who has a current paediatric first aid certificate is on the premises at all times when children are present by 30 October 2020.

### **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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).