

## **Complaint about childcare provision**

Ref: 2570365/4926044

Date: 6 January 2022

### **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 16 October, 5 November and 7 November 2021, the childminder notified us of some significant events relating to the suitability matters and complaints made about the provision. The notification means that the childminder met their legal responsibility as set out in the Statutory framework for the early years foundation stage. On 8 November 2021, we received concerns that the childminder was not meeting some of these requirements.

On 16 November 2021, we carried out a regulatory visit. We found the childminder was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the childminder to take the actions below within the timescales set out.

Actions needed by 30 November 2021:

- Ensure that all concerns about children's safety and welfare are passed on to the agencies with statutory responsibilities without delay.
- Ensure that confidential information and records about children are held securely and only accessible to those who have a right or professional need to see them.

On 23 December 2021 we carried out a regulatory telephone call to monitor the childminder's compliance with the welfare requirements notice. We were satisfied that the childminder has taken appropriate action to meet the requirements. The childminder will be

able to give parents further information about this. 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 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](#).