

## **Complaint about childcare provision**

Ref: EY474144/5168622

Date: 6 July 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 25 May 2022, the provider notified us of an incident involving her dog. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 30 June 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. Following the incident, the childminder reviewed her risk assessment and now ensures that her dog does not have contact with children.

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 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](#).