

Complaint about childcare provision

Ref: 158967/5253857

Date: 11 October 2022

Summary of outcome

All early year's providers must meet the legal requirements in the Statutory framework for the early year's foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 12 September 2022, the provider notified us that there had been an incident in a children's play centre. 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 a significant event.

On 20 September 2022 and 5 October 2022, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. They had failed to notify us that they were using a household member as a childminding assistant which is a requirement of their registration.

Action has been taken to put this right. The provider has supplied Ofsted with information that allows us to carry out the required suitability checks.

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](#).