

Complaint about childcare provision

Ref: EY286589/5271722

Date: 12 October 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 3 October 2022, we received a complaint that the childminder might not be meeting these requirements.

On 12 October 2022, we carried out a regulatory telephone call. We found the childminder was not meeting some of the requirements and had taken action to put this right. The childminder had failed to gather sufficient information from parents when children first start in her care. The childminder had taken action to address this by re-writing her consent forms and improving plans for initial information sharing with parents.

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](#).