

Complaint about childcare provision

Ref: 101315/5318017

Date: 14 December 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 29 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 13 December 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 14 December 2022:

- ensure that people whose suitability has not been checked by Ofsted do not have unsupervised contact with the children being cared for at any time.

On 14 December 2022, the provider responded to the action set. We found that the provider has reorganised the days that her assistants work to ensure there is always a vetted adult caring for the children.

We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).