

## **Complaint about childcare provision**

Ref: EY463885/5480941

Date: 11 August 2023

### **Summary of outcome**

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 June 2023, we received concerns that the provider was not meeting some of these requirements. On 30 June 2023, the provider notified us that another adult was rude and used foul language towards her while childminded children were present. 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 8 August 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 8 September 2023

- improve knowledge and understanding of safeguarding issues and when to respond in a timely and appropriate way.

The provider has told us that she has completed a new safeguarding course and reviewed her policy to update her knowledge and skills.

### **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](#).