

Complaint about childcare provision

EY462255/C217476

Date: 14/11/2014

Summary of complaint

On 24 June 2014 concerns were raised regarding the child minder's inability to supervise minded children effectively. In addition, on 26 June 2014 concerns were raised regarding risk assessments and safeguarding. We investigated these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safety and suitability of premises, environment', 'staff: child ratios' and 'child protection'.

We do not investigate to prove or disprove a complaint but we use the information to check if the childcare provider is meeting all legal requirements.

We carried out an unannounced visit to the childminder and found that the childminder organises the children's activities to ensure that they are supervised at all times. In addition there were no identified potential hazards and an effective risk assessment is in place. The childminder demonstrates a good understanding of how to effectively implement her safeguarding policy. However we found the childminder had failed to notify Ofsted of a significant event that may affect their suitability. On this occasion Ofsted issued the provider with a warning letter.

The provider remains 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)