

## **Complaint about childcare provision**

EY358347/C346957

**Date:** 23/05/2018

### **Summary of complaint**

All early years childminders 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a childminder is not meeting the requirements, we can take action to ensure they put matters right. On 9 May 2018 and 14 May 2018 we received concerns that this childminder was not meeting some of these requirements. The childminder will be able to give parents further information about this.

The childminder must take the action below within the timescale set.

Actions needed;

ensure the safeguarding policy is in line with the guidance and procedures of the Local Safeguarding Children Board and includes the action to be taken if an allegation is made about an adult in the home by 25 May 2018,

ensure a daily record is kept of children's hours of attendance by 25 May 2018.

We are satisfied with the action taken and the childminder 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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)