

Complaint about childcare provision

153471/C333721

Date: 08/03/2018

Summary of complaint

On 5 December 2017 we received a complaint that raised concerns regarding staffing. We looked into these concerns to see whether the provider was meeting the regulatory requirements for safeguarding and promoting children's welfare. In particular the requirements state that;

providers must ensure that people looking after children are suitable to fulfil the requirements of their role.

We completed an unannounced visit and found that the recruitment and vetting procedures and the procedures to monitor staff's ongoing suitability were not robust.

Following the visit we sent the provider a notice of actions to improve that required them to;

implement safer recruitment procedures to ensure staff are suitable for their role and responsibility on appointment and improve the systems in place to monitor their ongoing suitability.

The provider has taken suitable action. They have employed an human resource company to manage staff recruitment and their ongoing suitability.

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 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