

## **Complaint about childcare provision**

Ref: EY451789/4256315

Date: 9 July 2019

### **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](http://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 7 June 2018 we received concerns that this provider was not meeting some of these requirements. We visited the provider and found that their procedures for ensuring that adults in contact with children remain suitable are not sufficiently robust. Documents that support the safe and effective management of the setting were not available and the provider was unable to demonstrate how they had made decisions regarding adults' continued suitability. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.'

#### **Actions needed**

take steps to effectively manage the suitability of people looking after children, to ensure that you can demonstrate how you reach decisions about their ability to fulfil their roles and responsibilities by date 28 June 2019

ensure that records which support the safe and efficient management of the setting are easily accessible and available at all times by date 28 June 2019.

### **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](#).