

Complaint about childcare provision

Ref: 135108/4177821

Date: 23 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 7 March 2019, we received concerns that this provider was not meeting some of these requirements. We have served a notice to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 26 July 2019

ensure all staff develop their knowledge and understanding of the local safeguarding children's board procedures

ensure records, in particular vetting and recruitment are easily accessible and available for inspection.

The provider responded satisfactorily with the actions raised. The provider 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).