

## **Complaint about childcare provision**

Ref: EY485006/4213626

Date: 14 August 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 26 April 2019, we received concerns that this provider was not meeting some of these requirements.

We have served a notice to improve. This notice requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 17 July 2019:

ensure Ofsted are notified of any significant changes, for example, in the members of the committee, and that appropriate vetting procedures are completed to ensure that committee members are suitable

ensure records are appropriately maintained for the safe and efficient management of the setting and to ensure confidentiality

review the recruitment process and ensure that all required information and documentation

about the vetting processes used to assure staff's suitability are consistently maintained.

The provider has responded appropriately to these actions.

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](#).