

Complaint about childcare provision

Ref: EY559863/4282488

Date: 2 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 July 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued a Notice to Improve. This is a notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action required by 6 September 2019;

ensure all staff are suitable to fulfil the requirements of their role, with regard to being subject to a rigorous recruitment procedure, including obtaining suitable references.

The provider has met the action set in the required timescale. They remain suitable for registration.

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](#).