

## **Complaint about childcare provision**

Ref: EY376612/4255033

Date: 18 October 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 13 July 2019 we received concerns that this provider was not meeting some of these requirements. We completed an unannounced visit on 25 September 2019 and we issued a notice to improve.

#### **Actions needed**

ensure information about DBS checks is easily accessible and available for inspection and that the record contains the disclosure number, the date the check was obtained and who obtained it, for completion by 30 September 2019.

We received a response from the provider on 30 September 2019 and we are satisfied with the action taken. The provider will be able to give parents further information about this. 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](#).