

Complaint about childcare provision

Ref: 2496395/4386453

Date: 25 November 2019

Summary of outcome

On 21 November 2019, we received concerns that this provider was not meeting some of these requirements. We have issued the provider with a notice to improve 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 needed by 29 November 2019:

- ensure all people involved in the procedures for recruiting staff are able to identify, and take appropriate action, when a person is disqualified from working with children.

The provider has given detailed information about the action they have taken to ensure the requirements are met. We are satisfied with the action the provider has taken to meet the requirements. This will be further assessed at the next inspection.

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](#).