

## **Complaint about childcare provision**

Ref: EY366745/4386451

Date: 26 November 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 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 03 December 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 written to Ofsted with the action they have taken to meet the requirements. We are satisfied with the action the provider has taken. This will be further assessed at 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](#).