

Complaint about childcare provision

Ref: 2540818/4339439

Date: 15 October 2019

Summary of outcome

All providers registered on the General Childcare Register must comply with the requirements against which their provision is registered, which you can find at <https://www.gov.uk/guidance/childminders-and-childcare-providers-register-with-ofsted/registration-requirements> If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 September 2019 we received concerns that the provider was not meeting some of the requirements. We carried out an unannounced visit on 1 October 2019 and found that the provider was not meeting all of the requirements. We issued a Notice to Improve which is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The actions required include that the provider must ensure that at least one person who is caring for children has an appropriate first aid qualification, by 8 October 2019. They must ensure that a sufficient number of persons are present at all times to ensure the safety and welfare of the children for whom the childcare is provided. At least one person is the provider, manager, or a person who works for the provider caring for the children, by 8 October 2019. The provider must ensure effective systems are in place to ensure any person is suitable to work with children which, must include obtaining an enhanced Disclosure and Barring Service check, by 8 October 2019. The provider must keep a record of all children's date of birth, by 8 October 2019, and keep a written record of complaints, for a period of three years, from the date of these complaints, including the outcome of the investigation and the action the provider took in response, by 8 October 2019. The provider must inform parents who made the complaint (in writing or by email if the parent requests this) of the outcome of the complaint, within 28 working days of the date the complaint was made, by 8 October 2019; and produce for Ofsted, on request, a list of complaints made during the previous three years, by 8 October 2019. The provider is still registered with Ofsted.

On 3rd December 2019 Ofsted inspection took place. The provider is meeting the requirement of their registration. 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](#).