

Complaint about childcare provision

Ref: 2560965/4403224

Date: 24 January 2020

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 December 2019, we received concerns that this provider was not meeting the requirements. We visited the provider and we 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:

ensure a record of vetting processes that have been completed is available including the criminal records check reference number, the date a check was obtained and details of who obtained it by 31 January 2020

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](#).