

## **Complaint about childcare provision**

Ref: EY320160/4433749

Date: 3 February 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](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 23 January 2020, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event. On 30 January we visited the provider and found that they were not meeting some of the requirements of the early years foundation stage.

As a result, we have issued the provider with a notice to improve that requires them to take the action below within the timescales set out.

#### Actions needed

- implement safer recruitment procedures, by making thorough checks on applicants' employment history and health to ensure they are suitable to fulfil the requirements of their role by 21 February 2020

The provider will be able to give parents further information about this. The provider has taken appropriate steps to address the actions required.

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](#).

