

Complaint about childcare provision

Ref: EY471426/4514537

Date: 19 June 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 13 May 2020 we received a notification from the provider regarding a safeguarding matter. 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 significant matters.

On 20 May 2020 we received concerns that this provider was not meeting some of these requirements. We have served a notice to improve. This is a legal notice that requires the provider to take the action by 23 June 2020.

Actions needed:-

Improve the recruitment process to ensure information about staff qualifications is recorded at the point of employment.

The provider addressed this and took appropriate action.

The provider will be able to give parents further information about this. 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](#).

