

Complaint about childcare provision

Ref: 2524332/4474737

Date: 26 August 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, (EYFS) 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 10 March 2020, we received concerns that this provider was not meeting some of these requirements. On 26 August 2020, we completed an unannounced visit. We found that the provider had not kept records of all suitability checks completed for staff. Also, when an allegation was made against a member of staff, the provider did not follow the appropriate reporting procedures. Following this visit, we issued the provider with a Notice to Improve, which asked the provider to

implement safeguarding policies and procedures effectively to protect children, particularly making sure that appropriate procedures are followed when an allegation is made against a member of staff by 10 September 2020

keep a record of the identity checks and vetting processes that have been completed for staff to check that they are suitable for their role by 10 September 2020.

The provider responded to the notice to improve. Their response indicates that they have taken appropriate measures to address the actions raised.

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](#).