

Complaint about childcare provision

Ref: EY500686/4468193

Date: 9 September 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 3 March 2020, we received concerns that this provider was not meeting some of these requirements. After discussing the concerns with the provider on 11 August 2020, we issued an action for the provider to meet by 6 September 2020. The action asked the provider to:

implement effective systems to ensure that practitioners, and any other person who is likely to have regular contact with children are suitable. Obtain an enhanced criminal records check in respect of every person aged 16 and over who works with the children.

We received a written response to action. The provider will now take responsibility to implement effective system to ensure staff and anyone who has regular contact with children are suitable. This includes obtaining an enhanced criminal records check.

We are satisfied the provider has met the safeguarding and welfare action that was raised. 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](#).