

Complaint about childcare provision

Ref: EY283818/4634104

Date: 1 December 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 [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 13 November 2020, we received concerns that the provider was not meeting some of these requirements. On 20 November 2020, we carried out a regulatory visit. We found the provider had not always met some of the requirements. We have issued a welfare requirement notice for the provider to take action. The provider will be able to give parents further information about this.

Actions needed:

ensure that people looking after children are suitable to fulfil the requirements of their role, with particular regard to robust safer recruitment procedures

On 4 December 2020, we carried out a regulatory telephone call to monitor the Welfare Requirements Notice. We found that the Welfare Requirements Notice had been met appropriately and no further action was needed. The provider remains registered with Ofsted.

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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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).