

## **Complaint about childcare provision**

Ref: 2496370/4654366

Date: 16 December 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.

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>

On 3 and 4 December 2020, we received concerns that the provider was not meeting some of these requirements.

On 9 December 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued a notice of action to improve for the provider to take. This is a legal notice that required the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 31 December 2020:

- Ensure that the systems in place for vetting that staff are suitable to work with children are applied to the recruitment of all staff, including volunteers.

The provider responded in writing to confirm the action taken to meet the requirements. We were satisfied with the response and took no further action. 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 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](#).