

Complaint about childcare provision

Ref: 2550647/4791304

Date: 28 July 2021

Summary of outcome

On 21 May 2021, we carried out a regulatory telephone call. We found the provider was not meeting a requirement. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 11 June 2021:

- ensure that Ofsted is provided with required information for all members of the governing body to enable appropriate suitability check to be carried out

We will monitor the provider's response to ensure the action is successfully completed.

A monitoring visit was carried out on 17 June 2021.

We found that the provider had not met the action. We have therefore served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. In addition, we found that the provider had failed to notify Ofsted of changes to the business name and address, which is a requirement of their registration. The provider is still registered with Ofsted. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 2 July 2021

- ensure that Ofsted is provided with required information for all members of the governing body to enable appropriate suitability checks to be carried out
- update knowledge of the notification requirements in order to inform Ofsted of all changes.

We will monitor the provider's response to ensure the actions are successfully completed.

The provider has now taken appropriate action.

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](#).