

Complaint about childcare provision

Ref: EY486013/4808864

Date: 17 June 2021

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

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 take action to ensure they put matters right.

On the 9 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 15 June 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 1 July 2021

put effective systems in place to assure appropriate vetting is undertaken for all staff to assure their suitability.

The provider responded to the actions that were set. We are satisfied that they have improved their knowledge and understanding of vetting processes as part of their recruitment procedures to ensure staff are suitable to work with children.

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](#).