

Complaint about childcare provision

Ref: 203835/4806772

Date: 4 August 2021

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 www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 9 June 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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 9 July 2021

- record and maintain information about staff qualifications and the identity checks and vetting processes that have been completed (including criminal records check reference number, the date the check was obtained and who obtained it)
- ensure that the premises are fit for purpose and suitable for the ages of the children cared for and the activities provided on the premises.

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

The provider has now met the above actions

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](#).