

Complaint about childcare provision

Ref: 120152/4874294

Date: 30 September 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 19 August 2021 we received concerns that the provider was not meeting some of these requirements.

On 30 September 2021, we carried out a regulatory telephone call. We found the provider had failed to notify Ofsted of a change to the associated individuals listed. This is a requirement of their registration. We also found that 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.

Actions needed by 21 October 2021:

implement a robust recruitment process to ensure that practitioners are suitable and maintain a clear record about the identity checks and vetting processes that have been completed with particular regard to temporary/agency staff.

We will monitor the provider's response to ensure the action is successfully completed. 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](#).