

Complaint about childcare provision

Ref: EY539912/4993903

Date: 22 December 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 16 December 2021, we received a concern that this provider was not meeting some of the requirements. On 20 December 2021, we carried out a regulatory telephone call. We found that the provider had failed to follow the settings recruitment and vetting procedures. We have issued a notice to improve. This is a notice that asks 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 to take by 4 January 2022

ensure that the setting's vetting procedures for checking the suitability of staff are followed consistently.

We are satisfied with the action taken by the provider. 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](#).