

Complaint about childcare provision

Ref: EY309636/5160824

Date: 24 May 2022

Summary of outcome

Our reference: 5160824/ EY309636

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 19 May 2022, we carried out a regulatory visit. We found the provider was not meeting all the requirements. We have served welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 9 June 2022

- improve recruitment processes and develop effective systems to assess the ongoing suitability of staff working with children.

On 15 June 2022, we carried out a telephone call to monitor the action raised. We found that the provider had improved recruitment and vetting processes. In addition, we found that the provider has put effective systems in place to ensure the ongoing suitability of staff.

We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).

