

Complaint about childcare provision

Ref: 319226/5159019

Date: 1 August 2022

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

On 13 July 2022, 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. In addition, we also found that the provider had failed to notify Ofsted of significant changes to the registered provider, which is a requirement of their registration. The provider will be able to give parents further information about this.

Actions needed by 19 August 2022:

- implement effective systems to ensure that practitioners, and any other person who may have regular contact with children (including those living or working on the premises), are suitable, for example by following safer recruitment procedures and ensuring that you obtain an enhanced criminal records check for volunteers and staff.

On 15 August 2022 the provider responded to say that enhanced disclosure and barring service (DBS) checks have been completed for all staff and volunteers. We are satisfied with the action taken by the provider.

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](#).

