

Complaint about childcare provision

Ref: 2616673/5465383

Date: 13 July 2023

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 13 June 2023 we received concerns that this provider was not meeting some of these requirements. On 30 June 2023 and 13 July 2023, we carried out regulatory telephone calls. We found that the provider was not meeting one of the requirements. We have issued an action for the provider to complete. This requires the provider to take action within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 20 July 2023:

- improve the procedures for checking the suitability of staff when they are employed and for ensuring staff continue to be suitable to work with children.

We will monitor the provider's response to ensure the action is successfully completed. The provider is still registered with Ofsted.

A satisfactory response to the action has been received from 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](#).