

## **Complaint about childcare provision**

Ref: 2548520/5778832

Date: 1 August 2024

### **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](http://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 12 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 30 July 2024, we carried out a regulatory telephone call. We found the 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. The provider is still registered with Ofsted.

Actions needed by 09 August 2024:

- improve and implement the vetting and recruitment procedures to ensure accurate and necessary information is shared when staff move on.

We will monitor the provider's response to ensure the action is successfully completed.

On 02 August 2024, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of safer recruitment procedures and now fully understands their responsibilities.

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