

Complaint about childcare provision

Ref: 2620296/5823379

Date: 23 September 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.

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 6 September 2024, we received concerns that the provider was not meeting some of these requirements relating to Suitable People.

On 20 September 2024, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 27 September 2024:

- ensure Ofsted are provided with all the relevant information, so that appropriate suitability checks can be carried out on assistants.

On 27 October 2024, the provider responded to the action set. We found that the provider had taken steps to ensure Ofsted is provided with the required information to check the suitability of assistants.

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](#).