

Complaint about childcare provision

Ref: 2726418/5758606

Date: 4 October 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 18 June 2024, we received concerns that the provider was not meeting some of these requirements.

On 19 June 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.

Actions needed by 20 July 2024:

- have and follow suitable recruitment procedures to ensure the suitability of adults working with children
- demonstrate a suitable understanding of how to follow an appropriate safeguarding procedure where concerns are raised about the suitability of adults working with children, including sharing information with statutory agencies where required

We monitored the provider's response to ensure the actions were successfully completed. We are satisfied with the actions that they have taken. The provider has strengthened their understanding of how to follow suitable recruitment procedures. The provider now shows that they understand how to work with other agencies where concerns about the suitability of adults may be raised.

The provider will be able to give parents further information about this. 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](#).