

Complaint about childcare provision

EY216651/C201839

Date: 06/01/2014

Summary of complaint

On 6 January 2014 we received information that raised concerns about the provider's ability to safeguard children through effective staff recruitment processes. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Safeguarding policy and practice, general suitability matters, staff training, support and skills and ratios. The inspection found that an appointed member of staff had not received a full induction to her employment in a timely manner along with a delay in the processing of a new Disclosure and Barring Service check. However, following this incident, the manager has taken action to strengthen the recruitment and suitability process. All newly appointed staff are recruited through robust procedures that includes applications for references and suitability checks are completed with the Disclosure and Barring Service. Records of these are maintained ensuring that children are safely cared for by appropriate staff. The provider remains 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)