

Complaint about childcare provision

EY458890/C228364

Date: 06/02/2015

Summary of complaint

On 3 October 2014 we received information that raised concerns about employment procedures at the setting. We carried out an unannounced visit and looked into this concern to see whether the setting was meeting the Early Years Foundation Stage requirements for Suitable people. In particular, these include a requirement that states providers must have effective procedures in place to ensure that practitioners, and any other person who is likely to have regular contact with children (including those living or working on the premises), are suitable.

We found that the setting does have appropriate procedures in place for ensuring the suitability of people working with children, however, on this occasion the procedures were not followed sufficiently or rigorously enough to be effective. We sent the provider a notice to improve that asked them to:

-implement effectively the systems you have in place to ensure that practitioners, and any other person likely to have regular contact with children (including those living or working on the premises), are suitable.

We are satisfied with the response they provided and this will be considered at the next inspection.

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)