

Complaint about childcare provision

EY422568/C253848

Date: 18/11/2015

Summary of complaint

On 8 July 2015, we received a complaint that raised concerns about the suitability of adults working with children. Specifically, that checks are not sufficient to make robust suitability decisions. Initially, we wrote to the provider to inform them of the concerns. On 10 November 2015, we visited the provider and looked into any action they had taken following our letter. We found that although the provider applies for references for new staff they do not always confirm the validity of these checks. This means that they do not always obtain all the relevant information to make a robust decision. When the issue was brought to their attention they sought additional information and are now clear about the validation of references to ensure there are no gaps in employment information. As the provider has already taken action we took no further action following our visit. 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)