

Complaint about childcare provision

Ref: EY308627/4553857

Date: 20 August 2020

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage'. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 9 July 2020, we received concerns that this provider was not meeting some of these requirements.

We telephoned the provider and found that she had failed to notify Ofsted of significant event. We discussed this breach with the provider and acknowledge that she had overlooked the requirement to notify Ofsted. The provider confirmed that she had taken prompt and effective action to tighten the nursery's safeguarding procedures. The action taken was to:

- make changes to their safeguarding policy and procedures, which now includes an explanation of the action to be taken in the event of an allegation being made against a member of staff (Child protection).

During the telephone discussion, we found that some staff did not understand the nursery's whistleblowing policy and failed to report concerns in a timely manner. As a result, we sent the provider a letter which asks her to take action. The provider will be able to give parents further information about this.

Action needed by 24 August 2020:

- ensure that all staff understand the nursery's safeguarding policy and procedures, with particular regard to whistleblowing, so that any issues about safeguarding can be addressed in a timely manner.

We are satisfied with the action taken. 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](#).