

Complaint about childcare provision

Ref: EY545697/4574632

Date: 8 October 2020

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

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 11 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 2 October 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 16 October 2020

- ensure the setting's safeguarding policy and procedure are in line with the guidance and procedures of the relevant local safeguarding partners.

We found that the provider has updated the setting's safeguarding policy and procedure with all relevant information. The provider has also made sure all staff have been issued with the new policy.

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 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](#).

