

Complaint about childcare provision

Ref: EY540458/4561151

Date: 5 November 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 20 August 2020, we received concerns of a safeguarding nature. On 23 September 2020, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We served a welfare requirement notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 23 October 2020

- improve your understanding of safeguarding, in particular child protection, and being alert to any issues of concern in a child's life at home or elsewhere.

We visited to monitor how the provider had met the welfare requirement notice. We found that the provider had taken swift action to improve their knowledge and understanding of child protection procedures. The provider completed further training and now fully understands her responsibilities. We are satisfied the provider has met the requirements.

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](#).