

## **Complaint about childcare provision**

Ref: 2521349/4610395

Date: 19 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 23 October 2020, we received concerns that the provider was not meeting some of these requirements.

On 10 November 2020 and 17 November 2020, we carried out regulatory telephone calls and requested documentation from the provider. We found the provider was not meeting some of the requirements and issued actions for the provider to take. We also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 1 December 2020:

- ensure the designated lead for safeguarding fully understands and implements child protection policies and procedures, in particular those relating to management of allegations;
  
- ensure all staff are able to manage children's behaviour in a consistent and appropriate way.

We are satisfied with the steps taken by the provider. This will be assessed further at their 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 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](#).