

Complaint about childcare provision

Ref: EY543337/4628698

Date: 25 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 year's foundation stage', which you can find at <https://www.gov.uk/government/publications/early-years-foundation-stage-framework> If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 5 November 2020, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises.

On 20 November 2020, we carried out a regulatory telephone call to discuss the notification. We found the provider was not meeting the requirement in relation to the notification. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 4 December 2020:

- ensure due regard is given to the government's statutory guidance 'Working Together to Safeguard Children 2015'. If providers have concerns about children's safety or welfare, they must notify agencies with statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police.

We are satisfied that the provider has met the safeguarding and welfare action raised. The provider is still 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](#).