

Complaint about childcare provision

Ref: EY248119/4645866

Date: 10 December 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', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2.

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 25 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 3 December 2020 we carried out an unannounced visit. We found the provider was not meeting some of the requirements. We issued four actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted. The action needed by 18 December 2020:

ensure staff develop a secure understanding of the possible signs of abuse and neglect, and the procedures to follow in the event of a child protection concern

devise and implement a clear policy and procedure regarding the action to be taken in respect of any allegations

ensure records are appropriately maintained for the safe and efficient management of the setting. This is with particular regard to the comprehensive recording of injuries that children may arrive with

ensure staff respond in a timely and appropriate way to any unexplained bruising, marks or signs of possible abuse or neglect.

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](#).