

Complaint about childcare provision

Ref: 2591295/4644549

Date: 2 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 1 December 2020, we carried out a regulatory telephone call to discuss the concerns. We found the provider had not complied with the requirements relating to child protection. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 16 December 2020.

¿ review all safeguarding policies and procedures to ensure they are in line with the relevant Local Safeguarding Children Board (LSCB) and include an explanation of the action to be taken in the event of an allegation being made against a member of staff

¿ train all staff to understand their safeguarding policy and procedures.

The provider has reviewed their safeguarding policies and procedures, which now includes an explanation of the action to be taken in the event of an allegation being made against a member of staff. Staff have been trained to understand the updated safeguarding policies and procedures.

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](#).