

Complaint about childcare provision

Ref: 2509570/4592215

Date: 15 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 2 October 2020, we received concerns that the provider was not meeting some of these requirements. On 19 November 2020, we carried out a regulatory telephone call. We found the provider was not complying with the requirements relating to child protection and handling complaints. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 4 December 2020:

- gain knowledge and understanding about the safeguarding reporting procedures. These should be in line with the guidance and procedures of the relevant local safeguarding children's board
- gain knowledge and understanding about the complaints policy for any complaints relating to Childcare Register requirements.

The provider gave a satisfactory response to the actions set. 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](#).