

## **Complaint about childcare provision**

Ref: EY542985/4590600

Date: 13 October 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](https://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 1 October 2020 we received concerns that the provider was not meeting some of these requirements.

We carried out a regulatory visit. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We also found the provider was not meeting some of the requirements. We have issued actions for the provider to take, within the timescales set out.

Actions needed by 23 October 2020

- ensure that child protection policies and procedures, which include an explanation of the action to be taken in the event of an allegation being made against any person living or working on the premises, are implemented at all times
- ensure that children's behaviour is managed in an appropriate way.

On 22 October 2020 the provider gave a satisfactory response, to demonstrate that the actions had been successfully completed.

The provider will be able to give parents further information about this.

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](#).