

Complaint about childcare provision

Ref: EY544617/4599106

Date: 6 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 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 11 October 2020, we received concerns that the provider was not meeting some of these requirements.

On 20 October 2020, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 20 November 2020:

- ensure the designated lead person for safeguarding children adheres to the nursery's safeguarding policy, in line with the procedures of the Local Safeguarding Children Board, for reporting allegations made against staff
- improve arrangements to ensure staff understand their role for reporting safeguarding concerns immediately, with particular regard to allegations made against staff
- address written complaints from parents effectively and ensure the complainant is notified of the outcome within 28 days of the complaint being made.

On 25 November 2020, we visited the setting to monitor compliance and found the provider had met some of the safeguarding and welfare actions but not others. In particular, we found that the provider had improved arrangements to ensure staff now understand their role for reporting allegations made against staff.

However, we also found that the provider did not follow their local safeguarding children board procedures for reporting allegations made against staff. Furthermore, they did not follow their complaint's procedure for dealing with complaints from parents within the required timeframe. As a result, we raised a welfare requirement notice. This is a legal

notice that requires the provider to take the action below within the timescale set out.

Actions needed by 9 December 2020

- ensure the designated lead person for safeguarding children adheres to the nursery's safeguarding policy, in line with the procedures of the Local Safeguarding Children Board, for reporting allegations made against staff
- address written complaints from parents effectively and ensure the complainant is notified of the outcome within 28 days of the complaint being made.

On 9 December 2020, we carried out a regulatory telephone call to monitor compliance. We found that the provider was fully aware of the procedures to follow in the event of allegations made against members of staff. Furthermore, they fully understand how to respond to and follow up on complaints including when they need to share outcomes with others.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).