

Complaint about childcare provision

Ref: EY392719/4719652

Date: 22 February 2021

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 15 February 2021, we received concerns that the provider was not meeting some of the requirements.

On 18 February 2021, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements. We found that the provider had failed to notify Ofsted of a significant event which is likely to affect the suitability of the early years provider or any person who is in regular contact with children on the premises, which is a requirement of their registration. We have issued 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.

Actions needed by 5 March 2021;

- ensure that safeguarding policies and procedures are understood and followed to safeguard children, particularly in respect of managing allegations against a member of staff

- improve knowledge and understanding of what is a significant event that must be notified to Ofsted.

We will monitor the provider's response to ensure the actions are successfully completed.

The provider has taken appropriate action and addressed the above actions within the set timescale. 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](#).