

## **Complaint about childcare provision**

Ref: EY556385/4698758

Date: 10 March 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.

Whilst routine and assurance inspections of early years and childcare provision remain suspended, we are continuing with EY regulatory work. We have completed additional regulatory work looking at the information that we hold about this provider. The focus was to check the provider was meeting requirements following a concern since their registration.

On 2 February 2021, we carried out a regulatory telephone call regarding a complaint received by Ofsted on 12 April 2019. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 12 February 2021.

- implement an effective system to manage any disclosures from staff that may impact on suitability
  
- gain a secure understanding of the procedures to follow when managing allegations made against a member of staff
  
- implement an effective supervision process to allow staff to discuss any concerns confidentially, including child development and safeguarding.

The provider has successfully met the 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](#).