

Complaint about childcare provision

Ref: EY495172/4718978

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.

On 10 February 2021, the provider notified us that an allegation had been made against a staff member. It is a requirement of their registration to notify Ofsted of any allegations of harm or abuse by any person working or looking after children at the premises. However, this notification was not made within the required timescales.

On 4 March 2021, we carried out a regulatory telephone call. 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 18 March 2021:

- ensure the child protection policy clearly details the procedures to follow: if concerns are identified about a child; if allegations are made against anyone working with the children; and the use of mobile phones and cameras
- ensure allegations made against anyone working with children are immediately recognised and appropriately responded to, and the Local Authority Designated Officer (LADO) and Ofsted are notified within the required timescales.

We have reviewed the provider's response to the notice to improve and we are satisfied with the action they have taken. 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](#).