

Complaint about childcare provision

Ref: EY535882/4765418

Date: 22 April 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 12 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 21 April 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. This is statutory notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 6 May 2021

- build on the arrangements for supervision of staff to increase their personal effectiveness and appropriate professional behaviours, with particular regard to work with other outside agencies
- obtain sufficient information from parents about children, including prior to their attendance at this setting, to ensure that they are more effectively safeguarded and protected from harm
- make sure that the complaints procedure is followed correctly regarding any complaints or concerns that are received in writing, and that the outcomes are clearly recorded and complaints are responded to in a timely way.

The provider has responded to the actions issued. We are satisfied that the provider has taken appropriate steps to ensure these requirements are now met. 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](#).