

Complaint about childcare provision

Ref: 155080/4757416

Date: 27 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 <https://www.gov.uk/government/publications/early-years-foundation-stage-framework>. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 30 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 26 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. The provider will be able to give parents further information about this. We will monitor the provider's response to ensure the actions are successfully completed.

Actions needed by 11 May 2021:

- implement effective policies and procedures to safeguard children in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB) which includes an explanation of the action to be taken in the event of an allegation being made
- ensure the designated safeguarding lead, has appropriate knowledge and understanding of safeguarding matters, with particular regard to the management of allegations
- develop knowledge and understanding of when to notify Ofsted of a safeguarding issue

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](#).