

Complaint about childcare provision

Ref: EY421623/4760911

Date: 6 May 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 7 April 2021, we received concerns that the provider was not meeting some of these requirements. On 19 April 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. The provider had failed to ensure that staff comply with safeguarding policy and procedures, in particular, to respond in a timely and appropriate way to potential signs of possible abuse and neglect. The provider had taken action to put this right, by providing more safeguarding training and support to staff to increase their understanding of their responsibilities. The provider will be able to give parents further information about these matters. 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](#).