

## Complaint about childcare provision

Ref: EY535564/4780059

Date: 21 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 4 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 6 May 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. Actions needed by 31 May 2021:

- ensure that all staff with lead responsibility for safeguarding understand the procedure to follow in the event of an allegation against a member of staff
- ensure that the lead practitioners for safeguarding provide support, advice and guidance to other staff on an ongoing basis to ensure they know their roles and responsibilities
- strengthen the procedure for responding to written complaints to ensure that the complainants are notified of the outcome of the investigation into their concerns within 28 days.

We will monitor the provider's response to ensure the actions are successfully completed.

We received written confirmation from the provider of the action that they had taken to improve safeguarding arrangements and their procedure for responding to complaints. 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](#).