

## **Complaint about childcare provision**

Ref: EY454941/4768354

Date: 11 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 16 April 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.

Action needed by 20 May 2021

- Ensure safeguarding policies and procedures are secure, understood and consistently applied by all staff when identifying and managing unexplained marks on children.

We will monitor the provider's response to ensure the action is successfully completed.

On 19 May 2021 we found that the provider had reviewed and improved their safeguarding procedures in respect of unexplained marks and bruises on children and now fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare action 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.