

## **Complaint about childcare provision**

Ref: EY478480/4767979

Date: 10 June 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. In addition, on 29 April 2021 the provider notified us of an incident that occurred in the setting. The notification means that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of any significant events. On the 8 June 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of these requirements and had taken action to put this right. The provider has provided support, advice and further guidance to all staff to ensure that they can deal appropriately with any potential safeguarding situation in the future. Staff have also completed online safeguarding training. In addition, the provider has implemented strategies to assess staff's safeguarding knowledge and understanding on an ongoing basis to ensure staff are more confident in handling difficult situations. The provider will be able to give parents further information about this. 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](#).