

## **Complaint about childcare provision**

Ref: 254054/4791952

Date: 4 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 18 May 2021, we received concerns that the provider was not meeting some of these requirements. On 27 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. The provider is still registered with Ofsted.

Actions needed by 17 June 2021:

- ensure procedures and policies to safeguard children are followed, particularly in respect of the action to take in the event of an allegation being made against a member of staff
  
- ensure all newly appointed staff receive effective induction training
  
- ensure staff, who have contact with children and families, receive effective supervision which provides support, coaching and training and promotes the interests of the children

- take all reasonable steps to ensure children are not exposed to risks, particularly regarding animals on the premises, and demonstrate how these risks are managed
  
- ensure that the procedure for dealing with concerns and complaints is followed. Keep a written record of any complaints, and their outcome.

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

The provider has taken appropriate steps and addressed the above actions within the set timescale. The provider remains suitable for registration.

### **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](#).