

## **Complaint about childcare provision**

Ref: 2549917/4792170

Date: 30 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, which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). 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 28 May 2021, we carried out a regulatory telephone call. No concerns were found regarding the original concern. However, it was found that the provider was not meeting some other requirements. We have issued an action 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 18 June 2021:

- ensure that the practitioner designated to take lead responsibility for safeguarding understands the procedures to follow if an allegation was made against a member of staff.

We monitored the provider's response to ensure the action is successfully completed. We found that the provider had successfully met the action issued. They have ensured the lead safeguarding person has updated their safeguarding knowledge and will be attending further training in July 2021.

### **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](#).