

Complaint about childcare provision

Ref: 2509658/4823566

Date: 2 July 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 25 June 2021, we received concerns that the provider was not meeting some of these requirements. The concerns relate to an incident involving a child while in the provider's care. The provider had failed to notify us of this significant event which is a requirement of registration.

On 29 June 2021 we contacted the provider and asked for details of their internal investigation into the incident. On 30 June 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has made changes to several policies and procedures to improve staff's practice and to prevent a reoccurrence. In addition, the provider has implemented a structure of support and guidance for staff to refresh their awareness of safeguarding and online safety. 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](#).