

Complaint about childcare provision

Ref: 226313/4792177

Date: 9 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 10 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 8 June 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. Additionally, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 21 June 2021:

ensure all those working with children understand their roles, responsibilities and act with professionalism and integrity, specifically when working with other professionals and parents

ensure all staff have a thorough knowledge and understanding of the complaint's procedure

ensure staff understand safeguarding referral procedures, including the action to take in the event of an allegation by any person working or looking after children on the premises, and procedures for following up on children's non-attendance.

On 29 June, the provider responded to the actions set. We are satisfied that the provider

has taken the necessary steps to meet the actions raised. All staff understand their roles and responsibilities including referring allegations. The provider has taken steps to ensure all staff are clear on the complaint's procedure, this has been updated to include Ofsted's contact details. A non- attendance log has been introduced to monitor absences. The provider has put a new system in place to communicate with parents. 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](#).