

## **Complaint about childcare provision**

Ref: EY466945/4809202

Date: 28 June 2021

### **Summary of outcome**

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulatory 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 that they put matters right.

On 10 and 13 June 2021, we received concerns that this provider was not meeting some of the requirements. On 25 June 2021, we carried out a regulatory visit. We found that the provider had already begun to address the concerns by reviewing and amending the form for parental consents, adapting the setting's Sun Cream policy, and creating a specific permission form for applying emergency sun cream.

Additionally, during the visit, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. We have issued actions for the provider to take to address these concerns.

Actions needed by 12 July 2021:

- review and amend the Sun Cream Policy to ensure that staff remain alert to any changes in a child's skin and act on such changes
- review and amend the safeguarding policy to include correct regard to the correct versions of the national guidance documents on safeguarding.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).