

Complaint about childcare provision

Ref: EY273595/4820007

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 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 23 June 2021, we received concerns that the provider was not meeting some of these requirements. On 25 June 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.

Actions needed by 9 July 2021:

- ensure that the information sharing with parents is effective to meet the need of all children, specifically in adhering to parents' wishes
- ensure that staff have the training and support they need, specifically when they are supporting children with Special Educational Needs and/or Disabilities
- ensure that supervision arrangements are effective to encourage the confidential discussion of sensitive issues and concerns.

The provider responded appropriately to the actions raised. They had improved their procedures for adhering to parental wishes and had provided training for staff when they are supporting children with special educational needs and/or disabilities. The provider reviewed and revised their processes to encourage effective discussions with staff regarding sensitive issues. 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](#).