

## **Complaint about childcare provision**

Ref: EY436661/4819978

Date: 5 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 <https://www.gov.uk/government/publications/early-years-foundation-stage-framework>. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 June 2021, we received concerns that the provider was not meeting some of these requirements. On 23 June 2021, the provider notified us of a safeguarding incident. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage.

On 24 June 2021, we carried out a regulatory telephone call. 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. The provider is still registered with Ofsted.

Actions needed by 23 July 2021:

- ensure managers and staff understand safeguarding policy and procedures, so that they are able to identify and respond in a timely and appropriate way to concerns about children
  
- provide an effective and suitable designated practitioner with lead responsibility for safeguarding to provide support, advice, and guidance to staff on an ongoing basis and on any specific safeguarding issue as required.

We will monitor the provider's response to ensure the actions are successfully completed.

We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities.

## **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](#).