

Complaint about childcare provision

Ref: EY494119/4839867

Date: 28 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 July 2021 we received concerns that this provider was not meeting requirements. On the same date we received a notification about a related incident from the provider.

We carried out a visit to the setting where we found that the provider was not meeting one requirement of the Early Years Foundation Stage.

We issued a Notice of Action to improve. The provider was required to take action below, within the timescales set out.

Action required by 26 August 2021:

Be alert to any issues of concern in a child's life at home or elsewhere. Review current child protection procedures and ensure that practice reflects the nursery's child protection policy at all times, and particularly in the event of an allegation being made against a member of staff or the nursery.

The provider will be able to give parents further information about this.

On 26 August 2021 we received a response from the provider. We are satisfied that the provider has met the action raised.

The provider remains 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](#).