

Complaint about childcare provision

Ref: EY394256/4784295

Date: 7 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, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. 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 23 June 2021, we carried out a regulatory telephone call and on 5 July 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. The provider is still registered with Ofsted.

Actions needed by 17 September 2021:

- ensure all staff, including the designated lead practitioner for safeguarding, knows and understands your safeguarding policy and procedures, particularly the role of the local authority designated safeguarding officer (LADO) and the action to be taken in the event of an allegation being made
- ensure special educational needs support is given to children without delay and that it is inclusive, by working in partnership with parents/carers and having appropriate regard to the special educational needs and disability code of practice
- ensure a record is kept of all complaints, along with the actions taken and the outcome
- share information with parents/carers regarding the activities and experiences provided and children's daily care routines, including food and drink given.

On 23 September 2021, we carried out a regulatory telephone call to the provider and 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](#).