

Complaint about childcare provision

Ref: EY551849/5212084

Date: 5 September 2022

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 11 July 2022, we received concerns that the provider was not meeting some of these requirements in relation to Safeguarding policy, complaints and changes that must be notified to Ofsted.

On 30 August 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider arranged further safeguarding training for staff to attend to ensure that procedures are clearly understood. The provider has increased their understanding of their duties to report information and changes to Ofsted. The provider has also taken steps to amend the setting's complaint procedures to ensure that these procedures are written in line with the requirements of the Early Years Foundations stage. The provider will be able to give parents further information about this. 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](#).