

## **Complaint about childcare provision**

Ref: 2736133/5656079

Date: 27 February 2024

### **Summary of outcome**

His 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 (EYFS). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 9 February 2024 Ofsted received information from another agency that this provider was not meeting some of these requirements.

On 15 February 2024 we carried out a regulatory telephone call to the provider. We found that the designated safeguarding lead and the staff are appropriately trained in safeguarding matters. We found that the provider has clear safeguarding policies and procedures in place. These procedures include the action to take should they have a concern about a child's welfare. However, we found that the provider had not made a child protection referral, to the appropriate agencies, as swiftly as they could have done.

Since the incident, the provider has reviewed and reinforced working procedures and practices and refreshed staff training to ensure that any further referrals are made in a timely way.

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](#).

