

Complaint about childcare provision

Ref: EY495596/4572233

Date: 5 October 2020

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 9 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 15 September and 1 October 2020, we carried out two regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has taken action to ensure written complaints are investigated and the outcome is appropriately shared. The provider has updated the risk assessment for new activities and the accident policy and procedures about pre-existing injuries. Staff have completed training on the revised policies and procedures and data protection. Staff attend additional support meetings with the manager. 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](#).