

Complaint about childcare provision

Ref: EY234198/4577913

Date: 8 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 16 September 2020 we received a notification from the provider. This notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted.

On 18 September 2020, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. On 18 September 2020 we suspended the provider's registration. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. On 6 October 2020 we lifted the suspension because the provider took appropriate action to minimise the risk of harm to children. The provider has developed her knowledge about how to identify when children may be at risk of harm. The provider has improved safeguarding policies so that more effective procedures are in place in the event of any allegations being made against staff. The provider has removed or minimised risks in the baby room.

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](#).

