

## **Complaint about childcare provision**

Ref: 101805/4593914

Date: 9 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 6 October 2020, we received concerns that the provider was not meeting some of these requirements.

On 8 October 2020, we carried out a regulatory telephone call. 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.

Actions needed by 16 October 2020:

- make sure that records, particularly those relating to the reporting of accidents, include sufficiently detailed and accurate information to ensure the needs of all children are met.

The provider has included all staff in training sessions to increase their understanding of the importance of including detailed and accurate information on all records, including those used to record accidents. 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](#).

