

## **Complaint about childcare provision**

Ref: 2579316/4591060

Date: 13 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 year's foundation stage', which you can find at <https://www.gov.uk/government/publications/early-years-foundation-stage-framework> If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 30 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 6 and 12 October 2020, we carried out regulatory telephone calls with the provider. We found the provider had failed to notify Ofsted of a significant event as required. A registered provider who, without reasonable excuse, fails to comply with this requirement commits an offence. The provider gave a reasonable excuse for the delay in sharing information. We also found that the provider's vetting procedures were not robust. The provider has now taken action to improve procedures for checking the suitability of individuals caring for children.

The provider will be able to give parents further information about this.

The provider remains 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](#).

