

Complaint about childcare provision

Ref: 159386/4499928

Date: 22 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 20 April 2020, we received concerns that this provider was not meeting some of these requirements. On 9 October 2020 we carried out an unannounced visit and on 14 October 2020 we interviewed the provider to assess whether the provider was meeting the requirements.

We found that the provider had reflected on their practices to support working in partnership with parents. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. However, the provider has reassured Ofsted that she would notify us of any subsequent events. We are satisfied with the action taken by the provider and therefore no further action is required to be taken by us.

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](#).