

Complaint about childcare provision

Ref: EY420833/4473656

Date: 29 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 March 2020, we received concerns that the provider was not meeting some of these requirements.

On 21 October 2020, we carried out a regulatory visit. We found that although the provider has taken some action since our last visit some of the requirements were not met. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed;

promote the good health of all children and take all necessary steps to prevent the spread of infection by 6 November 2020

ensure staff are fully aware of their roles and responsibilities with particular regard to following health and hygiene procedures by 6 November 2020

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](#).

