

Complaint about childcare provision

Ref: EY216651/4602528

Date: 2 November 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 which can be found at: <https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>](https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 October 2020, we received concerns that the provider was not meeting some of these requirements. On 22 October 2020, we carried out a regulatory telephone call and on 23 October 2020 we carried out a regulatory visit. The provider was not meeting some of the requirements and had taken action to put this right. We found the provider had not followed allegation procedures and had failed to notify Ofsted, which is a requirement of their registration. However, child protection knowledge and understanding of staff was good and the provider was able to show that they do know how to report any future allegation concerns correctly. Therefore, Ofsted are taking no further action. 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](#).