

Complaint about childcare provision

Ref: EY556055/4607395

Date: 10 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](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 October 2020, we received concerns that the provider was not meeting some of these requirements.

On 30 October 2020, we carried out a regulatory telephone call. We discussed the concerns with the provider and we found that there are effective procedures in place for managing complaints, nappy changing and meeting children's individual dietary needs. However, we found the provider was not meeting some requirements and had taken action to put these right. The provider will be able to give parents further information about this. The provider has improved systems to ensure parents and carers receive accurate information about their children and has improved procedures for the cleaning of children's drinking bottles. We are satisfied with the action taken by the provider. 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](#).