

Complaint about childcare provision

Ref: EY554664/4619918

Date: 13 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 2 November 2020, we received concerns that the provider was not meeting some of these requirements. On 11 November 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 20 November 2020:

ensure that all staff involved in preparing and handling food receive training in food hygiene
that there is a named deputy who is capable and qualified to take charge in the manager's absence.

The provider organised courses to ensure that all staff had received training in food hygiene. She revised the staffing rotas to ensure that her deputy is present in her absence. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).

