

## **Complaint about childcare provision**

Ref: 206109/4583595

Date: 20 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 22 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 13 November 2020, we carried out a regulatory telephone call. We found that the provider had been in breach of some the early years foundation stage requirements and had taken action to put this right. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

We found that the provider has improved their electronic communication procedure so that personal and confidential information is not incorrectly shared. The provider has also improved staff knowledge of the procedures to follow if they have concerning information about a child who does not attend the nursery.

### **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](#).