

## **Complaint about childcare provision**

Ref: EY412973/4548708

Date: 1 December 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 provider/managers 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 provider/managers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider/manager is not meeting the requirements, we can take action to ensure they put matters right.

On 26 November 2020, while routine inspections were suspended, we carried out an interim inspection. The focus of the inspection was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection.

We found the provider had taken sufficient steps to ensure all staff, especially those in a position of management, have a clear understanding of their roles and responsibilities and are able to drive improvements.

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](#).

