

Complaint about childcare provision

Ref: EY557333/4652669

Date: 11 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 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 you can find at 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 2 December 2020 we received concerns that this provider was not meeting some of these requirements. The provider had already notified us, on 20 November 2020, of a serious accident on the premises which had occurred on 19 November 2020. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of serious accident or injury to a child while in their care.

On 8 December 2020, we carried out a regulatory visit. We found the provider had already taken action to minimise further risk to children and had revised their accident policy appropriately. 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](#).