

Complaint about childcare provision

Ref: EY439114/4600720

Date: 26 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 10 August 2020, we received concerns that the provider was not meeting some of these requirements.

On 17 November and 26 November 2020, we carried out regulatory telephone calls with the provider. We found that the provider was not aware of the need to notify Ofsted of significant events, which is a requirement of their registration. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 10 December 2020:

- Improve your knowledge and understanding of requirements to notify Ofsted of any changes to your personal circumstances and to requirements to notify Ofsted of significant events.

We are satisfied that the provider has met the safeguarding and welfare action 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](#).

