

Complaint about childcare provision

Ref: EY415702/4613541

Date: 2 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](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 28 October 2020, we received concerns relating to the suitability of staff members who work at the setting.

On 13 November 2020, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. Actions needed by 30 November 2020:

ensure that the provider has a secure understanding of their legal responsibility to follow robust recruitment and vetting procedures, including those relating to disqualification

ensure that all persons working or having regular contact with children are suitable to do so.

We are satisfied that the provider has ensured the actions are successfully completed. 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](#).