

Complaint about childcare provision

Ref: 2578976/4611895

Date: 21 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 6 October 2020, we received concerns that the provider was not meeting some of these requirements. As a result, we liaised with external agencies while they concluded their investigations.

On 15 December 2020, we carried out a regulatory telephone call. During the telephone call, the provider demonstrated a clear understanding of ensuring children's confidentiality. The provider is also registered with the information commissioner's office and is aware of her data protection responsibilities. The provider's recruitment and vetting procedures are rigorous, which helps to ensure the suitability of staff working with children. However, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. 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](#).