

Complaint about childcare provision

Ref: EY491652/4666311

Date: 7 January 2021

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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

On 17 December 2020, we received concerns that this provider was not meeting some of these requirements. On 3 December 2020, the provider notified us of the same concerns. The notification means that the provider met their legal responsibility to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

The provider took action to meet the requirements of registration by

- reviewing and making necessary improvements to the accident and first aid policy.
- ensuring all staff have received comprehensive training regarding accident prevention and management and effective application of the accident and first aid policy.
- ensuring all staff have appropriate qualifications, training, skills and knowledge and a clear understanding of their roles and responsibilities.

We are satisfied with the action taken by the provider.

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](#).