

## **Complaint about childcare provision**

Ref: EY472619/4686071

Date: 19 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](http://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 24 December 2020, we received concerns that this provider was not meeting some of these requirements. On 13 January 2021, 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 confidentiality policy
- implementing new systems that ensure information is stored and shared securely
- ensuring all information is accurate and up to date by carefully monitoring information and working in partnership with parents

We are satisfied with the action taken by the provider.

### **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](#).