

Complaint about childcare provision

Ref: EY495282/4686136

Date: 25 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 13 January 2021, we received concerns that the provider was not meeting some of these requirements. On 19 January 2021 we received further concerns on the same matter.

On 19 January 2021, we carried out a regulatory telephone call. We found there is a well-qualified and experienced deputy in place and adequate staff to meet required ratios. Risk assessments are robust in minimising the spread of infection and promoting children's safety. These are informed by local authority and government guidance. Procedures are in place to ensure that records for children and staff are held securely and only accessible to those who have the right or professional need to see them. 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.](#)