

## **Complaint about childcare provision**

Ref: EY340049/4699803

Date: 1 February 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 [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 25 January 2021 we received concerns that the provider was not meeting some of these requirements. On 27 January 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right.

On 22 January 2021 a young child managed to access Tipp-ex Rapid correction fluid, a hazardous substance. This resulted in an injury to the child's face. Following this incident, the provider has reviewed and updated risk assessments. This has involved removing correction fluid from each of the rooms that children are cared for in. The provider has also reviewed the way in which information about incidents is communicated to parents to ensure its accuracy and clarity. This includes the written and verbal information shared about such incidents. We are satisfied with the action taken.

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](#).