

Complaint about childcare provision

Ref: EY549143/4690662

Date: 3 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 18 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. We found that staff had failed to ensure children had their nappies changed at regular intervals and to ensure appropriate records of care were up to date and provided to parents. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

The provider reviewed the procedures for nappy changing and staff attended refresher training on nappy changing and record keeping.

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](#).