

## **Complaint about childcare provision**

Ref: 155740/4680892

Date: 8 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 6 January 2021 we received concerns that the provider was not meeting some of these requirements. On 13 January 2021 we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take or We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

- implement an effective system to ensure that Ofsted is notified of relevant information to check the suitability of any person living or working on the premises where childminding takes place by 30 January 2021.

We found that the provider had improved their knowledge and understanding of the need to inform Ofsted of any changes to their household and now fully understands their responsibilities. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).