

## **Complaint about childcare provision**

Ref: EY305866/4676384

Date: 18 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 5 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 that the provider was not meeting some of the requirements. We have issued the provider with a notice to improve. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 8 February 2021:

- implement and follow an effective complaints procedure to ensure that all complaints are handled appropriately and dealt with in a timely manner.

We will monitor the provider's response to ensure that action is successfully completed and update the outcome summary once this has been done.

The provider responded to our notice to improve by 8 February 2021. We found that the provider had taken appropriate action.

### **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](#).