

## **Complaint about childcare provision**

Ref: EY332755/4715650

Date: 17 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 09 February 2021, we received concerns about an incident at the setting. The provider also notified us of this incident. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of such instances. On 09 February we made a call to the setting to ensure that immediate steps had been taken to keep children safe. On 12 February 2021, we carried out a regulatory visit and found that at the time of the incident, some legal requirements in the Statutory framework for the early years foundation stage had not been met. The provider had needed to take steps to address this. They have ensured all staff are fully aware of and comply with the supervision and deployment policy; the procedures for parents dropping their children off at the setting have been reviewed and amended and disciplinary action has been taken regarding the incident. 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](#).