

## **Complaint about childcare provision**

Ref: 102127/4702615

Date: 19 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 26 January 2021 we received concerns that the provider was not meeting some of these requirements. On 15 February 2021 we carried out a regulatory visit and we have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 2 March 2021

improve understanding of the importance of confidentiality to ensure children's privacy is protected at all times, in particular with the use of photographs and videos

ensure that a risk assessment is completed to ensure that children are not exposed to risks, in particular the heavy glass ornaments in the living room.

The provider's response was monitored to ensure the actions were successfully completed.

### **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](#).