

Complaint about childcare provision

Ref: EY470404/4704704

Date: 20 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 28 January 2021 and 1 February 2021 we received concerns that the provider was not meeting some of these requirements.

We visited the setting on 9 February 2021. We found the provider was not meeting one of the requirements. We have issued actions for the provider to take by 24 February 2021.

Actions needed:

- maintain an accurate daily record of the hours of children's attendance.

On 22 February 2021 the provider informed us of the action taken to meet the above requirement. We are satisfied that the provider has improved the systems to maintain an accurate record of children's attendance. 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](#).