

Complaint about childcare provision

Ref: 319193/4708318

Date: 22 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 the 1 February 2021 we received concerns that this provider was not meeting some of these requirements. We carried out regulatory telephone calls on 11 and 12 February 2021. During the discussion we identified a breach in the requirements. We issued the provider with a notice to improve.

Action needed

improve the arrangements to support children with special educational needs and/or disabilities (SEND), by ensuring that staff consistently implement the advice and guidance provided by the local authority and other professionals by 19 February 2021.

We are satisfied with the action taken by the provider. 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](#).