

## **Complaint about childcare provision**

Ref: 509482/4715887

Date: 25 February 2021

### **Summary of outcome**

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 9 February 2021, we received concerns that the provider was not meeting some of these requirements.

On 4 and 6 February 2021, the provider notified us of a significant event which is in line with current government guidance for the Covid-19 response. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 11 February 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action taken by the provider:

robust procedures to ensure that the health and well-being of children are being implemented and reviewed regularly at the setting.

### **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](#).