

## **Complaint about childcare provision**

Ref: EY458236/4722767

Date: 25 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 17 February 2021, we received concerns that the provider was not meeting some of these requirements. On 22 and 24 February 2021, we carried out regulatory telephone calls to discuss the concerns raised. We also reviewed related documentation. We found the provider was not meeting some of the requirements but had taken action to put this right. The provider has taken action to ensure that all staff understand and comply with the policy for maintaining confidentiality when talking to parents. In addition, the provider has taken steps to make sure that the procedures for administering medication are complied with, particularly in relation to obtaining written permission from parents to administer medication. The provider will be able to give parents further information about this.

The provider remains 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](#).

