

Complaint about childcare provision

Ref: EY464119/4722118

Date: 18 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 16 February 2021, we received concerns that the provider was not meeting some of these requirements.

On 17 February 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 18 March 2021:

- improve staff's knowledge and understanding of how to comply with health and safety legislation, especially in relation to the management of COVID-19 (coronavirus)
- maintain records to ensure the safe and efficient management of the setting, with particular regard to matters concerning children's health
- improve the two-way flow of information with parents, with particular regard to matters concerning children's health.

The provider has taken appropriate steps in response to the actions. 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](#).