

Complaint about childcare provision

Ref: EY289713/4721077

Date: 19 March 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.

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>.

On 15 and 22 February 2021, we received concerns that the provider was not meeting some of these requirements. On 26 February 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Action needed by 1 March 2021:

- Ensure that records maintained for the safe and efficient management of the setting provide sufficient detail for parents and are accurate, with particular regard to the completion of incident and accident records.

- Improve the complaints process to ensure that all written complaints are investigated and responded to within 28 days.

The provider wrote to Ofsted confirming the action they had taken to meet the requirements. We were satisfied with their response and will monitor ongoing compliance at

the next inspection. The provider will be able to give parents further information about this. 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](#).