

Complaint about childcare provision

Ref: 2619621/4715677

Date: 2 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.

On 8 February 2021 we received concerns that this provider was not meeting some of these requirements. On 24 February 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements.

We have issued a notice to improve. This notice requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 16 March 2021:

ensure the setting's policies and procedures are shared with all parents and/or carers.

We are satisfied that the provider has taken the necessary steps to meet the action raised. They have shared all policies and procedures with all parents and carers to ensure they are fully informed.

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](#).