

## **Complaint about childcare provision**

Ref: EY489026/4741143

Date: 23 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 11 March 2021, we received concerns that the provider was not meeting some of these requirements. On 18 March 2021, we carried out a regulatory visit. We found the provider was meeting requirements with regard to the organisation of nappy changing facilities and the cleanliness of the children's toilets. The provider had appropriate safeguarding policies and training. She understood the importance of taking swift action should she become concerned about children's safety. We also found the provider was not meeting some of the requirements and had taken action to put this right. The provider has reviewed her risk assessments and made some repairs to remove potential hazards. 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](#).