

Complaint about childcare provision

Ref: 143530/4738831

Date: 30 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 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 17 March 2021, we carried out a regulatory telephone call and spoke to the manager about the concerns. We also discussed a number of notifications made by the provider and additional concerns received since their last inspection. We found that provider was not meeting some of the requirements. However, we are satisfied that they have taken the appropriate action to put this right. For example, the provider identified that there had been a breach to some of their internal policies. As a result, additional training has been completed by staff and new processes have been put in place. This relates to key worker systems, accident and injury, information for parents and carers and child protection. 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](#).