

Complaint about childcare provision

Ref: 126221/4710814

Date: 10 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 www.gov.uk/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 3 February 2021, we received concerns that the provider was not meeting some of these requirements.

On 5 March 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 31 March 2021:

- improve knowledge and understanding of safeguarding, in particular child protection and sharing information with other professionals working with children

- take action to record all relevant information about a child, namely any other person who has parental responsibility

On 29 March 2021, we received a written response from the provider who had taken the appropriate action. They had improved their safeguarding knowledge and recorded all relevant information about children, in particular parental responsibility.

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](#).