

## **Complaint about childcare provision**

Ref: EY438678/4755904

Date: 8 April 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', which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 March 2021, we received a concern that the provider was not meeting some of these requirements.

On 7 April 2021, we conducted a telephone regulatory event and found a significant event had occurred. However, on this occasion we do not intend to take any action. This is because at the time of the incident the provider took immediate action. 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 behaviour management training and the suitability of the outdoor area.

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](#).