

Complaint about childcare provision

Ref: EY216154/4742615

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 10 March 2021, we received a concern that the provider was not meeting some of these requirements. On 12 March 2021 we received a notification from the provider, linked to the same information. On 24 March 2021, we conducted a regulatory telephone call to the provider and we requested documentation relating to the information. On 30 March 2021, we followed this up with a further regulatory telephone call. We found that the provider was not meeting the requirements. We have issued actions for the provider to take below within the timescales set out. The provider will be able to give parents further information about this.

Actions to be taken by 12 April 2021:

maintain robust records and obtain and share information (with parents, carers, other professional working with the child, the police, social services and Ofsted) to ensure the safe and efficient management of the setting and to help ensure the needs of all children are met.

The provider has since responded to the notice to improve and we are satisfied with the response.

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](#).