

## **Complaint about childcare provision**

Ref: EY277757/4761945

Date: 20 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 7 April 2021, 9 April 2021 and 14 April 2021 we received concerns the provider was not meeting some of these requirements. On 13 April 2021 and 19 April 2021, we carried out a regulatory visit. We found that an accident to a child could have been prevented and the provider had already taken action to prevent this happening again. The provider has reviewed and updated risk assessments to ensure they continue to be effective. These have been revisited by staff to ensure they continue to be aware of their responsibility to keep children safe. 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](#).