

Complaint about childcare provision

Ref: 2564562/4749235

Date: 16 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](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 22 March 2021, we received concerns that the provider was not meeting some of these requirements. On 14 April 2021 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued a notice of action to improve. This notice requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 23 April 2021:

ensure that the local child protection agencies are notified of any serious accident or injury to a child while in your care, and act on any advice from these agencies.

The provider has responded appropriately to this action. Appropriate arrangements are in place to contact and seek advice from relevant child protection agencies following any serious accident or injury to a child.

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](#).