

Complaint about childcare provision

Ref: EY443010/4761264

Date: 4 May 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. 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, we received concerns that the provider was not meeting some of these requirements.

On 14 April 2021, we carried out an unannounced regulatory visit to the setting. 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 7 May 2021:

- maintain accurate records of all accidents/ incidents to support children's safety and welfare
- improve risk assessment arrangements so that all hazards to children are identified and action is taken to remove or reduce the risk of harm and keep children safe.

The provider has since confirmed that the actions have been met and we are satisfied with the action they have taken.

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](#).