

Complaint about childcare provision

Ref: EY358948/4729432

Date: 23 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 year's foundation stage', which you can find at <https://www.gov.uk/government/publications/early-years-foundation-stage-framework> If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 25 February 2021, we received concerns that the provider was not meeting some of these requirements.

On 9 April 2021 and 21 April 2021, we carried out regulatory telephone calls. 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.

Action needed by 4 May 2021:

- improve the recording of accident records to ensure they contain accurate information when there are accidents or injuries to children at the setting
- ensure procedures for dealing with concerns and complaints from parents and/or carers, are implemented and keep a written record of any complaints, and their outcome. All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).