

Complaint about childcare provision

Ref: EY500097/4738032

Date: 23 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 8 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 9 March 2021, we carried out a regulatory telephone call and then carried out a regulatory visit on 16 March 2021. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that 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.

The provider is still registered with Ofsted.

Action needed by 23 April 2021:

3.68 Information and records

- ensure effective communication is maintained between parents and/or carers and where applicable between providers if a child is attending one or more settings

We will monitor the provider's response to ensure the action is successfully completed.

On 30 April 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the welfare requirements notice served at the visit on 16 March 2021.

We found that the provider had improved and implemented additional measures to ensure effective communication with parents and/or carers and where applicable between providers if a child attends one or more settings.

We are satisfied the provider has met the welfare requirements notice.

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](#).