

Complaint about childcare provision

Ref: EY344955/4774520

Date: 10 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 26 April 2021 we received concerns that the provider was not meeting some of these requirements. In addition, on 15 July 2020, the provider notified us that a young child was found putting a bottle of hand sanitiser in their mouth and on 27 April 2021 the provider notified us of a small fire at the nursery. The notifications means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 7 May 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put these right. Managers had carried out disciplinary processes where appropriate. They had reviewed procedures to ensure that older children are collected safely from school and that younger children cannot access any harmful materials. They had also made changes to the environment to improve the safe storage of hazardous materials and the supervision of young children. 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](#).