

Complaint about childcare provision

Ref: EY478062/4758487

Date: 14 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 1 April 2021, we received concerns that the provider was not meeting some of these requirements. On 15 April 2021, the provider notified us of the same matter. The notification 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 any significant event which is likely to affect the suitability of the early years provider or any person who cares for children on the premises.

On 16 April 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 this right. The provider had received support from the local authority and staff had completed further safeguarding training.

On 10 May 2021 Ofsted carried out a regulatory visit to check the improvements made. We found further improvements had been made to ensure the provider and staff fully understand the procedures to follow if concerned about a child's welfare, and policies and procedures had been updated. 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](#).