

Complaint about childcare provision

Ref: 319303/4779827

Date: 17 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 requirement 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 4 May 2021, we received a concern that this provider was not meeting some of the requirements. On the same day the provider notified us of an accident which has resulted in a child suffering a significant injury. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of such instances. On 14 May 2021, we carried out an unannounced visit. We found that the provider had carried out an internal investigation; reviewed and improved risk assessment policies and procedures in place for outdoor play activities and removed specific equipment. 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](#).