

Complaint about childcare provision

Ref: EY448282/4765697

Date: 6 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](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 13 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 20 April 2021 and 5 May 2021, we carried out a regulatory telephone call. 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.

Actions needed by 21 May 2021:

- ensure managers and staff follow the Special Educational Needs Code of Practice, particularly that they are alert to emerging difficulties, respond early and listen to and understand parents' concerns about their children's development

- put in place effective procedures to ensure that families are able to engage with specialist support, specifically when they request this

- ensure prompt and effective partnership working with parents and other professionals to support those children who are at risk of falling behind in their development.

We are satisfied the provider has met the actions set. 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](#).