

Complaint about childcare provision

Ref: 507728/4663608

Date: 19 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 15 December 2020, we received concerns that the provider was not meeting some of these requirements. We carried out an unannounced visit on 21 December 2020, where we found a breach in requirements had occurred relating to managing behaviour. The provider had already acknowledged an additional breach in the recording requirement and had taken satisfactory action to ensure this does not occur again. The provider will be able to give parents more information about this.

Following the visit a notice of action was issued which requires the provider to take the following action:

ensure all staff manage children's behaviour in line with their individual needs which includes how they are handled and takes into consideration the child's voice by 15 January 2021.

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](#).