

Complaint about childcare provision

Ref: 140434/4790690

Date: 7 June 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 year's providers must meet the legal requirements in the <https://www.gov.uk/government/publications/early-years-foundation-stage-framework>. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 18 March 2021, we received concerns that the provider was not meeting some of these requirements.

On 2 June 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 has provided additional training for staff to further improve the safe supervision of children at all times. Managers and room leaders have put in place routine safety discussions at staff meetings. These discussions have increased staff's awareness of how to effectively manage children's behaviour. The provider has updated their incident record procedure to include notification to Ofsted of significant incidents.

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](#).