

## **Complaint about childcare provision**

Ref: EY331980/4804514

Date: 15 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 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 4 June 2021, we received concerns that this provider was not meeting some of these requirements. On 15 June 2021, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We also found that the provider had failed to notify Ofsted of significant events, which is a requirement of their registration. Following this visit, we have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 29 June 2021:

provide Ofsted with the information it needs to check that any person who is likely to have regular contact with children is suitable.

### **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](#).