

## **Complaint about childcare provision**

Ref: 156213/4795238

Date: 3 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 21 May 2021 we received concerns that the provider was not meeting some of these requirements.

On 26 May 2021, the provider notified us of an incident. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted.

On 28 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. The provider is still registered with Ofsted.

Actions needed by 14 June 2021

ensure all staff are clear about their roles and responsibilities and consistently take steps to ensure children are safe particularly at mealtimes.

We found that the provider had improved their knowledge and understanding of staff's roles to ensure children's safety at mealtimes and now fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).