

## **Complaint about childcare provision**

Ref: EY501100/4795500

Date: 21 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 24 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 3 June 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued action for the provider to take. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 30 June 2021:

- improve record keeping for the safe and efficient management of the provision, with regard to demonstrating how adult-to-child ratios are met.

We will monitor the provider's response to ensure the action is successfully completed.

## **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](#).