

Complaint about childcare provision

Ref: EY500967/4600085

Date: 29 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 13 October 2020, we received concerns that the provider was not meeting some of these requirements. On 20 October and 26 November 2020, we carried out regulatory telephone calls.

We found the provider was not meeting some of the requirements. The provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. They also had other breaches of requirements in relation to their risk assessment, but they had taken action to put this right, by revising and amending their written risk assessment in relation to children's use of outdoor play equipment. We also found that the provider's accidents records did not contain sufficient detail and we have issued actions for the provider to take. The provider will be able to give parents further information about these matters. The provider is still registered with Ofsted.

Action needed by 4 December 2020:

- ensure a written record of accidents or injuries is maintained and that this contains sufficient detail such as, the time the accident or injury occurred

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](#).