

Complaint about childcare provision

Ref: 2545292/4820841

Date: 30 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 June 2021, we received concerns that this provider was not meeting some of these requirements.

On 28 June 2021 we carried out a regulatory call to the provider. We found that the provider had already taken action to improve the procedures used by staff to share any concerns about children's behaviour with her. The provider had sought and followed advice from the relevant agencies. The provider had also reviewed staffing arrangements to promote all children's safety and well-being, updated induction procedures, and undertaken additional and relevant training with all staff. Ofsted is satisfied with the action taken. 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](#).