

## **Complaint about childcare provision**

Ref: EY546199/4794309

Date: 3 July 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', which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2) 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, concerns were raised that the provider was not meeting some of the requirements regarding their ability to keep children safe and the suitability of the premises.

On 27 May 2021, we carried out an unannounced visit to the setting. We found that the premises were suitable and appropriate measures were being implemented to keep children safe. However, the provider had failed to notify Ofsted of a change of manager, which is a requirement of their registration.

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](#).