

Complaint about childcare provision

Ref: EY457460/4807011

Date: 18 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 8 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 10 June 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had failed to notify Ofsted of a significant event. However, at the time of the visit we found that the provider had taken immediate action to ensure the ongoing safety and well-being of children. We also found that the provider did not meet a further requirement and have issued an action for the provider to take within the timescales set out below. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 18 June 2021:

- ensure records are easily accessible and available at all times.

The provider has now met the action.

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](#).