

Complaint about childcare provision

Ref: EY497201/4756423

Date: 7 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](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 March 2021 and 9 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 26 April 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements We have issued actions for the provider to take.

Actions needed by 14 May 2021:

- ensure staffing arrangements meets the needs of all children and ensures their safety

The provider has put in place an action plan to ensure that staff: child ratios are met. They have improved their knowledge and understanding of Staff: child ratios and now fully understand their responsibilities. 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](#).