

Complaint about childcare provision

Ref: 2517516/4816029

Date: 8 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. The requirements can be found here <https://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 19 June 2021, we received concerns that the provider was not meeting some of the requirements. On 7 July 2021, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements and had taken action to put this right. The action taken included reviewing procedures for arrival and collection to ensure they are robust and improving the arrangements for supporting apprentices. The provider will be able to give parents further information about this.

We also found that the provider had not notified Ofsted of a significant event, which is a requirement of registration. We discussed this with the provider to ensure they understand their responsibilities in this area.

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](#).