

Complaint about childcare provision

Ref: EY460281/4816917

Date: 9 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.

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>.

On 21 June 2021, we received concerns that the provider was not meeting some of these requirements. On the same day, the provider notified us of an incident within the setting.

On 7 July, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. There had been one short period where staff were not deployed effectively to make sure that staff: child ratios were met. The provider has taken action to put this right by ensuring that all staff understand their responsibilities to ensure the ratio requirements are met. 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](#).

