

Complaint about childcare provision

Ref: EY540675/4786383

Date: 12 July 2021

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulatory 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 that they put matters right.

On 15 May 2021 and on 7 June 2021, we received concerns that the provider was not meeting some of these requirements. On 8 July 2021, we carried out a regulatory visit. We found that the provider had already taken action to address the first concern. The provider had reviewed how food and drink are handed over to the children and had amended the food allergy policy. Additionally, staff had attended allergy training. With the second concern, staff log all emergency evacuations and deal with any issues, arising from these, the same day. We found that the provider is still meeting the safeguarding and welfare requirements. 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](#).