

Complaint about childcare provision

Ref: EY558049/4814239

Date: 6 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', which you can find at <http://www.gov.uk/government/publications/early-years-foundation-stage-framework>. If we find that a provider is not meeting the requirements, we take action to ensure they put matters right.

On 16 and 25 June 2021, we received information that this provider was not meeting some of these requirements.

On 29 June 2021, we carried out a regulatory visit. We have issued an action for the provider to take. The provider will be able to give parents more information about this. The provider is still registered with Ofsted.

Action needed by 13 July 2021:

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

Ofsted are satisfied with the action taken by the provider.

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](#).