

Complaint about childcare provision

Ref: 2595840/4837809

Date: 20 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 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 12 July 2021, we received concerns that the provider was not meeting some of these requirements. On 13 and 14 July we received further concerns.

On 19 July 2021, we carried out a regulatory visit. We found ratio requirements were being met, procedures for checking staff suitability were in place and the policy for managing complaints is implemented and shared with parents. We found information relating to children's dietary needs was clearly recorded and shared appropriately for staff to act upon and arrangements were in place for the support of children with special educational needs and/or disabilities. We also found the setting's key person system meets children's individual care needs. However, we found the provider was not meeting some of the requirements and had taken action to put this right. The provider will be able to give parents further information about this. The provider has revised the procedure for the arrival of parents that ensures the main door to the setting now remains locked at all times. We are satisfied with the action taken by the provider. 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](#).