

Complaint about childcare provision

Ref: 2555094/4828709

Date: 23 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.

On 29 June 2021, we received concerns that the provider was not meeting some of these requirements. A telephone call was made in the first instance. On 9 July 2021 we conducted an unannounced visit to discuss the concerns in further detail. We found the provider was not meeting some of the requirements and had taken action since. The provider had followed their local safeguarding procedures however, failed to do this within required timescales. Additionally, we found the provider was not meeting some of the requirements. We have issued an action for the provider to take.

Actions needed by 29 July 2021:

- ensure parents are notified as soon as practically possible of any accident or injury sustained by their child.

The provider has updated their procedures to inform parents as soon as practically possible about any injuries to children. The provider remains 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.