

## **Complaint about childcare provision**

Ref: EY421808/4847609

Date: 12 August 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](http://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 22 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 28 July 2021, we carried out a regulatory visit. We found the provider was not meeting a requirement. We have issued an action for the provider to take.

The provider is still registered with Ofsted.

Actions needed by 05 August 2021:

keep a written record of accidents or injuries that occur to children while in your care.

The provider responded to the action within the required timescales. We are satisfied with the action taken. 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](#).