

Complaint about childcare provision

Ref: 2514608/4857445

Date: 1 September 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 childcare providers, according to their registration, must meet the relevant legal requirements of the [Childcare Register](#). If we find that a provider is not meeting the requirements, we can take action to ensure that they put matters right.

On 3 August 2021, we received concerns that the provider was not meeting some of these requirements. On 6 August 2021, we carried out a regulatory visit. We found that accident forms are completed correctly, staff work to acceptable ratios, and staff have good forms of internal communication when working outside with the children. In addition, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

A registered provider, who, without reasonable excuse, fails to comply with this requirement, commits an offence. On this occasion, the provider was able to provide a reasonable excuse, so they have not committed an offence. We are not taking any further action for the failure to notify us and this outcome summary acts as a warning letter.

We are satisfied that the provider is meeting the relevant 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](#).