

Complaint about childcare provision

Ref: EY265715/4851569

Date: 28 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 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 that they put matters right.

On 27 July 2021, we received concerns that the provider was not meeting some of these requirements. On 27 September 2021, we carried out a regulatory visit. We found that the adult-to-child ratios were met, paediatric first-aid training was in place, and all staff had completed safeguarding training. Additionally, we found that managers had investigated how the accident had occurred and had taken immediate action by replacing the chairs in the baby room.

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