

## **Complaint about childcare provision**

Ref: EY446532/4906107

Date: 18 October 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 27 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 14 October 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 28 October 2021:

- be alert to and make a record of any existing injuries to children and ensure you speak to parents/carers about how the injuries happened.

We will monitor the provider's response to ensure the action is successfully completed.

On 28 October 2021, the provider responded to the action set. We found that the provider had improved the procedures in place to ensure that they are alert to any exiting injuries to children and they maintain an appropriate record of these.

We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).