

Complaint about childcare provision

Ref: 2593963/5157004

Date: 24 May 2022

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.If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 11 May 2022, the provider notified us of an incident where a child was left unattended. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event concerning matters affecting the welfare of children. The provider will be able to give parents further information about this.

On 24 May 2022, we carried out a regulatory telephone call. We found the provider had taken appropriate action by improving how she and her assistants deploy themselves and the risk assessments for outings, to keep children safe. 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](#).