

## **Complaint about childcare provision**

Ref: EY472435/5620108

Date: 16 January 2024

### **Summary of outcome**

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

On 21 December 2023 the provider notified Ofsted that a young child in their care had found a sterilising tablet on the floor and put it in their mouth.

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 any significant event.

On 3 January 2024 we received concerns, which were linked to the notification.

On 4 January 2024 we carried out a regulatory telephone call to the provider. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had carried out an investigation and reinforced procedures and working practices in order to minimise the risk of a repeat incident.

The provider will be able to give parents further information about this.

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](#).

