

Complaint about childcare provision

EY446112/C342091

Date: 17/04/2018

Summary of complaint

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

On 16 March 2018, we received concerns that this provider was not meeting some of these requirements.

We carried out an unannounced visit to the premises and found that risk assessments are carried out daily and risks are identified and minimised. Parents are informed about accidents on the day of the accident, however, where there has been no injury to the child, accidents have not always been recorded.

Following our investigation, we sent a notice of action to improve. This requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Actions needed

ensure that a written record is kept of all accidents or injuries and first aid treatment by 12 April 2018.

We are satisfied with the action taken by the provider.

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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted