

Complaint about childcare provision

Ref: EY482382/4008246

Date: 27 September 2018

Summary of outcome

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 29 August 2018, we received a complaint regarding a child sustaining an injury following a fall on soft play equipment. We subsequently received a notification from the provider about this accident. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant events.

We carried out an unannounced visit to the premises and found that the setting have followed their accident procedures. They have reviewed their risk assessments and have identified that the area where the accident occurred requires some adaptation, to minimise the risk of further falls. Because the setting have identified the action needing to be taken, Ofsted do not need to take any further action.

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

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).