

Complaint about childcare provision

Ref: EY544463/4216943

Date: 17 June 2019

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--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 29 April 2019 we received concerns that this provider was not meeting some of these requirements.

We issued the provider with a notice to improve that required the provider to take the actions below within the timescales set out.

Action required: take all reasonable steps to ensure that children in your care are not exposed to risks; this is with particular reference to making sure that staff are able to recognise signs of potential fractures and seek appropriate medical care by 7 June 2019.

On 7 May 2019 the provider notified us of the same incident. 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 serious accident...to any child while in their care, and of the action taken.

The provider responded appropriately to the notice to improve. 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 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](#).