

## **Complaint about childcare provision**

Ref: 108463/4257266

Date: 23 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](http://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 28 May 2019, we received a concern in relation to accident and injury. We contacted the provider and spoke to them about the information we had received. We looked at the documentation given to us by the provider to support the procedures they followed. We concluded that following an accident, the provider reviewed their risk assessments in relation to the storage of materials and equipment. The provider will be able to give parents further information about this. We are satisfied with the action taken by the provider, who 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](#).