

Complaint about childcare provision

Ref: EY295904/4269407

Date: 30 July 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. The provider notified us of incident which occurred at the nursery. The notification means that the provider has met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events. The provider took appropriate action to review the risk assessments to reduce any hazards to children. The arrangements for supervision of children was also reviewed and reinforced. The provider also appropriately referred the concerns to other external agencies and continued to work in partnership with parents.

The provider will be able to provide further information about this. We will continue to monitor the provider. 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](#).