

Complaint about childcare provision

Ref: EY499187/4252202

Date: 30 August 2019

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early year's foundation stage, which you can find at <https://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 24 and 27 June 2019, we received concerns that this provider was not meeting some of the requirements. We looked into the concerns and found that the provider failed to notify Ofsted of a safeguarding incident. We also found that following an accident the provider reviewed their risk assessment. This was to ensure that resources used by children during planned activities do not pose a risk. Following a visit to the setting we issued a notice of actions to improve that required the provider to:

maintain a record, and inform parents of accidents or injuries and first aid treatment administered (action due to be met by 11 July 2019)

investigate written complaints relating to the statutory requirements and notify complainants of the outcome within 28 days of having received the complaint (action due to be met by 11 July 2019)

train all staff to understand their safeguarding policy and procedures so that they respond in a timely and appropriate way to any allegations against staff (action due to be met by 23 July 2019).

The provider will be able to give parents further information about these matters.

We are satisfied with the action taken by 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](#).