

## **Complaint about childcare provision**

Ref: EY295433/4333413

Date: 23 September 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 17 September 2019, we received information that raised concerns about the safety arrangements at the nursery resulting in an accident involving a child. On 20 September 2019 we conducted an unannounced visit. We found that an accident had occurred due to a falling shelf in a nappy changing area. The provider took prompt action to make the area safe. They have since taken action to review and improved the arrangements to assess risks and check the maintenance of the fixtures and fittings.

The provider will be able to give parents further information about this. 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](#).