

## **Complaint about childcare provision**

Ref: EY307283/4333395

Date: 25 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 concerns that this provider was not meeting some of these requirements, this was with specific regard to accident reporting. We made a visit to the provider. They have taken action to address gaps in their reporting procedures for accidents, to ensure that information is shared with parents/carers in the event of an accident to a child at the nursery. 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](#).