

## **Complaint about childcare provision**

Ref: EY368225/4306473

Date: 10 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 take action to ensure that they put matters right. On 21 December 2018 the provider notified us of a serious accident that occurred in the nursery. This notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises.

On 13 August 2019 we received concerns that the provider was not meeting requirements relating to this significant event.

We visited the nursery on 4 September 2019 and found that the provider was not meeting all requirements. As a result, a notice to improve was issued which asks the provider to take action. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Action needed:

ensure that local child protection agencies are notified of any serious accident or injury that occurs to a child in the care of the provider and act on any advice provided, by 30 September 2019.

Ofsted is satisfied with the action taken by the provider to meet the above action.

### **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.