

## **Complaint about childcare provision**

Ref: EY431980/4331585

Date: 27 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 12 September 2019 we received concerns that this provider was not meeting some of these requirements. Following a visit to the setting on 24 September 2019 we found that the management team and staff were meeting requirements with regards to recording accidents involving children and sharing this information with parents. We also found that there were suitable procedures for seeking information from parents about children's medical needs. However, we have served a notice to improve within the time scale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 8 October 2019:

ensure that all staff understand and follow the nursery's safeguarding procedures.

The provider responded with appropriate information within the time scale and Ofsted is

satisfied that they have met the 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.](#)