

## **Complaint about childcare provision**

Ref: 254602/4301128

Date: 9 October 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework).

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 5 August 2019 we received concerns that this provider was not meeting some of these requirements.

We carried out an unannounced visit and found that there had been a breach of the requirements of the early years foundation stage welfare requirements in relation to accident or injury. Prior to the visit the provider had taken action to comply with the early years foundation stage requirements by ensuring that all staff are aware of the policies and procedures to follow in relation to recording and reporting accidents and injuries.

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](#).