

Complaint about childcare provision

Ref: 253752/4299520

Date: 18 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--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 6 August 2019 we received a complaint. The information received raised concerns that this provider was not meeting some of these requirements.

We found that staff had not recorded an injury to a child on the day it had been found. It is a legal requirement to record all injuries to children. The nursery manager had already identified the issue and made sure a record was made of the injury at a later date. They also reminded staff on the procedures to follow should a child have an injury. Staff are clear on the accident or injury procedures. We also found that the manager had not maintained privacy during a meeting with parents about a sensitive matter. The manager acknowledged this error and had clear procedures to maintain privacy in future. As the provider had taken appropriate steps to address the requirements that had not been met, we took no further action. 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](#).