

Complaint about childcare provision

Ref: EY288392/4284143

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 4 July 2019 the manager notified us of a serious accident that had occurred at the nursery and the action they had taken. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events.

On 15 August 2019, we visited the provider and we issued a Notice to Improve that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed:

ensure confidentiality is maintained when sharing children's records, so that they are only accessible and available to those who have a right to see them by 16 September 2019.

We have reviewed the provider's response to the Notice to Improve and we are satisfied with the action they have taken. 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](#).