

## **Complaint about childcare provision**

Ref: 2523553/4384863

Date: 28 November 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 18 November 2019, we received concerns about a significant event affecting the health and well-being of a child attending the nursery. The provider also notified us of this event. On 26 November 2019 we spoke with the provider to gather more information about this notification and to check they were meeting the legal requirements. We found that although the provider had notified us, she had not given us sufficient details or an accurate account of the incident. This is a breach of requirement. However, the provider took appropriate action to investigate the incident and to safeguard children. She is clear about their responsibility to notify Ofsted of such events in the future. As a result, we took no further action in respect of this breach. 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](#).