

Complaint about childcare provision

Ref: EY536108/4373419

Date: 5 December 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 1 November 2019 we received information that the provider was not meeting some of these requirements. The provider also notified us of a significant event. This notification means the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises.

We carried out an unannounced visit to the nursery. We found that the provider had investigated the concerns and had taken prompt and effective action to prevent a re-occurrence. The action taken was to:

review and improve the way staff are deployed to help ensure that children who need support the most, are directly supervised at all times (Staff:child ratios)

review and improve the way that accident/incident forms are completed to help ensure an accurate record of the event (Accident or injury).

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. 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](#).