

Complaint about childcare provision

Ref: EY306656/4400492

Date: 15 January 2020

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 9 December 2019 the provider notified us that a significant accident, causing injury took place on the setting premises. 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 a significant event which is likely to affect the suitability of the provision.

We spoke to the provider and reviewed documentation in relation to this accident and found that the provider has taken timely and appropriate action to amend the risk assessment and put additional safety materials in place to ensure no further accident of this nature can occur. 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](#).