

## **Complaint about childcare provision**

Ref: EY477282/4420783

Date: 23 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](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 10 January 2020, we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 16 January 2020, where we found breaches in requirements. We raised a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. Actions raised, ensure a record is maintained of all accidents or injuries and first aid treatment involving children, by 30 January 2020, ensure parents are provided with information of any accident or injury sustained by the child on the same day or as soon as reasonably practicable after, by 30 January 2020. The provider is still registered with Ofsted.

We monitored the provider's compliance with these requirements on 31 January 2020 and found the provider has taken steps to improve and is meeting all of the requirements of his registration. 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](#).