

Complaint about childcare provision

Ref: EY494123/4474438

Date: 27 May 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 10 March 2020 the provider notified us of a serious accident to a child. 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 serious accidents, illnesses or injuries to any child while in their care. We contacted the provider to discuss this notification. We established that staff had not undertaken an appropriate risk assessment of an activity within the pre-school. We are satisfied that the provider has taken appropriate action to minimise risks to children. 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](#).