

## **Complaint about childcare provision**

Ref: EY480565/4530822

Date: 4 August 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 30 June 2020 we received concerns that this provider was not meeting some of these requirements. We carried out a telephone meeting with the provider to discuss the concerns and have issued a Notice to Improve. This is a notice that requires the provider to take the actions below within the timescales set out.

Action required by 24 July 2020;

Ensure that a trained paediatric first aider responds to emergencies and accidents and administers appropriate emergency first aid, within the setting at all times.

Keep an accurate written record of all accidents and injuries and first aid treatment given to a child. Provide parents with accurate information of any accident/injury sustained by their child on the same day or as soon as reasonably practicable after.

On 23 July 2020 the provider submitted a satisfactory written response to the actions set.

We will monitor the provider's response to the actions set, at the next Ofsted visit.

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](#).