

Complaint about childcare provision

Ref: EY435944/4585635

Date: 7 October 2020

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 25 September 2020, we received concerns that the provider was not meeting some of these requirements and the provider also made a notification to Ofsted. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event. On 6 October 2020, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 16 October 2020:

maintain a written record of accidents and injuries and first aid treatment administered.

The provider took appropriate action to meet the requirements and 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).