

Complaint about childcare provision

Ref: EY334821/4588035

Date: 12 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 29 September 2020, we received concerns that the provider was not meeting some of these requirements. The provider also notified us of an incident. 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 2 October 2020, we carried out a regulatory visit.

We found the provider was not meeting some of the requirements and had taken some action to put this right. For example, the provider had reinforced their procedures for ensuring that parents receive notification of accidental injuries. We have issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 16 October 2020:

ensure that risk assessments inform staff practice and demonstrate how risks are managed, specifically in relation to reviewing child supervision, staff deployment and accidental injuries records.

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](#).