

Complaint about childcare provision

Ref: EY437684/4641505

Date: 27 November 2020

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

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 20 November 2020 we received concerns that this provider was not meeting some of these requirements. We contacted 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 11 December 2020:

- Ensure that a written record of any accidents or injuries and first aid treatment given is suitably recorded and that that parents/carers are provided with this information on the same day or as soon as reasonably practicable.
- Ensure staff have a secure and up-to-date knowledge of the nursery's safeguarding policies, with particular reference to the procedures to follow for any unexplained injuries to children.
- Ensure that any risks, which have been identified as part of the nursery's risk assessment, are swiftly addressed, removed or minimised.

On 10 December 2020 we received a satisfactory response to the actions set.

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 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](#).