Complaint about childcare provision

Ref: EY467521/4801278

Date: 15 June 2021

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, 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 1 June 2021, we received concerns that the provider was not meeting some of these requirements. On 7 June 2021 the provider notified us of an incident in the nursery. 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 significant incidents.

On 8 and 10 June 2021, we carried out regulatory telephone calls. We found the provider was not meeting one of the requirements and had taken action to put this right. The provider has reviewed and improved the procedures for managing injuries to children and arranged mandatory training to improve staff's understanding of how to assess and manage accidents and injuries 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 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.