

Complaint about childcare provision

Ref: EY270868/4776844

Date: 9 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](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 26 April 2021, the provider notified us of an accident at the setting. 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 events.

On 20 May 2021, 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. The provider will be able to give parents further information about this. Action needed by 14 June 2021:

- ensure that an accurate written record is maintained of accidents or injuries, and the first-aid treatment given. (3.50 Accident and injuries)

We will monitor the provider's response to ensure the actions are successfully completed.

We received a written response from the provider that indicates that they have taken appropriate action.

The provider remains 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](#).