

## **Complaint about childcare provision**

Ref: EY481845/4808380

Date: 29 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 7 May 2021, the provider notified Ofsted that a child sustained a burn to their hand while at the setting. This notification means the provider met their legal responsibility to notify Ofsted of a significant event. On 9 June 2021, we also received concerns relating to this same event.

On 23 June 2021, we carried out a regulatory call to the provider. We found the provider was not meeting some of the requirements and had taken action to put this right. We found that the provider has taken prompt and effective action to:

cover all the radiators in the baby room so that babies cannot touch the pipes.

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](#).