

Complaint about childcare provision

Ref: EY418941/4836383

Date: 17 August 2021

Summary of outcome

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 12 July 2021, we received concerns in relation to the way in which accidents are recorded and reported.

On 21 July 2021, we carried out a regulatory telephone call. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We found that staff were not completing detailed accident records to ensure parents are fully informed and to provide an accurate picture of the event.

Action needed by 9 August 2021:

- improve how staff complete accident records to ensure recording is accurate and gives a detailed picture of the event.

We will monitor the provider's response to ensure the action is successfully completed.

The provider will be able to give parents further information about this.

On 9 August 2021, the provider responded to the action set. We found that the provider had improved their systems for the recording of accidents.

We are satisfied the provider has met the safeguarding and welfare action raised.

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](#).