

## **Complaint about childcare provision**

Ref: EY559673/4880083

Date: 7 October 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](http://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 26 August 2021, we received concerns that the provider was not meeting some of these requirements. On 4 October 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. The provider has not recorded every incident or accident that has taken place. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 5 October 2021:

- ensure that an accurate and up to date record is maintained of any incidents or accidents and of any first aid treatment that is given.

On 13 October 2021, the provider responded to the action set. We found that the provider now has processes in place to ensure that all incidents and accidents are recorded. They now fully understand their responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).