

Complaint about childcare provision

Ref: EY310019/4930540

Date: 25 October 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 20 October 2021, we received concerns that the provider was not meeting some of these requirements. The provider also notified us of this significant incident. This notification means the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event.

We contacted the provider and reviewed details of their internal investigation. We found that the provider had taken effective action to prevent a re-occurrence. The action taken was to adopt an improvement to the procedures for recording accidents and incidents and how this was communicated to parents. The provider has also updated staff with the revised policies and procedures. Refresher training was immediately implemented.

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. 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.