

## **Complaint about childcare provision**

Ref: EY449023/4940499

Date: 21 December 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 29 October 2021 we received concerns that this provider was not meeting some of these requirements.

We held a telephone meeting with the provider. We found that the provider was not meeting one requirement of the Statutory framework for the early years foundation stage . We have issued a Notice of Action to improve.

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

The provider must take the action below within the timescale set out.

Action required by 17 January 2022:

Ensure that policies and procedures for dealing with accidents, incidents and injuries are clearly understood by all staff and followed at all times. Ensure that accidents, incidents, injuries and first aid treatment given are accurately recorded and that parents are informed on the same day or as soon as reasonably practical after.

We will monitor the provider's response.

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](#).