

Complaint about childcare provision

Ref: 119520/4822600

Date: 3 August 2021

Summary of outcome

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 27 June 2021 we received concerns that this provider was not meeting some of these requirements.

On 2 July 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions 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 26 July 2021:

- 3.50 keep a written record of accidents or injuries and any first aid treatment administered to children
- 3.50 inform parents of any injury sustained by a child on the same day as, or as soon as reasonably practicable after, and of any first aid treatment administered.

We found that the provider had improved their knowledge and understanding of accident or injury procedures and fully understands 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](#).