

## **Complaint about childcare provision**

Ref: 219271/5029572

Date: 11 February 2022

### **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 14 January 2022, we received concerns that this provider was not meeting some of these requirements. Regulatory telephone calls were carried out with the provider on 19 January 2022, 31 January 2022 and 10 February 2022. We found that the provider could not provide an accurate record of accidents to children for the month of September 2020. Since this time though, the provider has put in place secure arrangements for recording and detailing all accidents that occur while children are in their care. Ofsted is satisfied with the action taken by the provider. 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](#).