

Complaint about childcare provision

Ref: 2519576/5120388

Date: 8 April 2022

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 25 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 6 April 2022, we carried out a regulatory telephone call to discuss the concerns. We found the provider had not effectively undertaken a risk assessment for a water play activity. We also found that appropriate action was not taken when first aid was applied when an accident occurred. However, since then the provider has undertaken a detailed risk assessment and removed all glass items within the setting that children have access to. The provider has reviewed first aid procedures and refresher training has been booked to ensure all staff are up to date with the correct procedures to follow in an emergency.

We are satisfied the provider has taken appropriate action. 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](#).

