

## **Complaint about childcare provision**

Ref: EY359117/5127411

Date: 21 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](http://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 1 April 2022, we received concerns that the provider was not meeting some of these requirements.

On 21 April 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 28 April 2022:

extend your safeguarding policy to include an appropriate procedure to be followed when children arrive at the setting with existing injuries that may be of concern.

The provider responded to confirm that they have amended their safeguarding policy to include an incoming injuries procedure. This includes implementing the safeguarding children procedure should staff have concerns about existing injuries. 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](#).