

Complaint about childcare provision

Ref: EY445935/5145850

Date: 10 June 2022

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, 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 23 March 2022, the provider notified us about a child sustaining an injury at the setting. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant matters affecting the welfare of children.

On 28 April 2022, we received concerns that the provider was not meeting some of these requirements.

On 18 May 2022, we conducted a telephone regulatory call with the provider. During this call, the provider made a further notification about a child sustaining an injury at the setting. The notifications means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant matters affecting the welfare of children. The provider will be able to give parents further information about above.

We asked the provider to conduct an internal review of all concerns and reviewed this response. We are satisfied with the providers response. We found that the provider had to take action to improve security of the premises; review risk assessments to make sure the environment is safe; ensure supervision systems were reviewed to make sure staff understand their roles and responsibilities including, understanding the settings policies and procedures; and how they are deployed to supervise children appropriately. 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](#).