

Complaint about childcare provision

Ref: 228963/5155882

Date: 16 June 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 9 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 16 June 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had not completed a written record of all accidents or injuries to children in a timely manner. The provider did not ensure that parents and/or carers were informed of any accident or injury sustained by children on the same day. However, the provider has now taken action to ensure that staff implement effective procedures for accidents and injuries to children. The provider has taken steps to ensure that all accidents are recorded and that parents and/or carers are informed of any accident or injury to children on the same day.

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](#).