

Complaint about childcare provision

Ref: 221551/5178088

Date: 13 July 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 8 June 2022, we received concerns that this provider was not meeting some of these requirements. On 9 June 2022 the provider notified us that an accident to a child had happened in the nursery. 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 events which may affect the ongoing suitability of the provider.

We carried out regulatory telephone calls to the provider on 13 June and 4 July 2022 to discuss the incident and consider the information that they provided. As a result of our call we found that the provider had taken appropriate action to prevent a similar accident from reoccurring in future. The provider has also improved the quality of information and how they provide it to parents if an accident does occur.

The provider remains 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](#).