

## **Complaint about childcare provision**

Ref: 307497/5127448

Date: 15 July 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 4 April 2022, we received a concern that the provider was not meeting some of the requirements in regard to accidents and administering medicine.

On 8 July 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 has held a meeting with all staff members to review the procedure for recording and reporting accurate information regarding accidents. They had also, reviewed their risk assessments and held training with the staff about ongoing risk assessments and how to further identify and minimise accidents before they arise.

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](#).