

## **Complaint about childcare provision**

Ref: 2504008/5200603

Date: 8 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 1 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 6 July 2022 we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 15 July 2022

- ensure that a written record of accidents or injuries is maintained and that parents are informed of any accident or injury sustained by the child on the same day
  
- improve staff's understanding of their roles and responsibilities for dealing with any accident or incidents immediately following your accident policy and procedures.

The provider responded to the actions raised and took suitable action. Staff completed further training to review the accident and incident policies and procedures. 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.