

Complaint about childcare provision

Ref: EY152688/5164615

Date: 20 July 2022

Summary of outcome

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Our reference: 5164615/ EY152688

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 20 May 2022, we received concerns that the provider was not meeting some of the requirements. The provider also notified Ofsted of an event that occurred at the setting in relation to these concerns. The notification means that the provider met their legal responsibility as set out in the Statutory framework of the early years foundation stage to notify Ofsted of significant events and changes.

On 15 July 2022, we carried out a telephone regulatory call to look into these concerns. We found that the provider had taken steps to improve staff's knowledge and understanding of the nursery's accidents and incidents policy. We also found that the provider had reviewed and improved risk assessment of the garden area to ensure that all children are safe in the setting.

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](#).