

## **Complaint about childcare provision**

Ref: EY152150/5177591

Date: 21 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 8 June 2022, the provider notified us of a serious accident that occurred in their setting. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage (EYFS) to notify Ofsted of any serious accident to any child while in their care and the action taken. However, the provider did not report the serious accident to local child protection agencies, which is also a requirement as set out in the EYFS.

On 6 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. At the time of the accident, the way staff were deployed was not adequate. The provider has reviewed their procedures to ensure that staff deployment is improved to maintain children's safety. 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](#).