

Complaint about childcare provision

Ref: EY477690/4339458

Date: 27 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 23 September 2019 we received concerns that this provider was not meeting some of these requirements. We have served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below by 15 November 2019:

- keep a written record of accidents or injuries and first aid treatment in order to inform parents of accurate facts relating to the accident and the treatment administered;
- have regard to the government's statutory guidance 'Working Together to Safeguard Children and notify agencies with statutory responsibilities of any concerns about a child's welfare without delay;
- ensure that there is a practitioner designated to take lead responsibility for safeguarding who is responsible for liaison with local statutory children's services agencies and is able to provide support, advice and guidance to staff on an ongoing basis.

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](#).