

## **Complaint about childcare provision**

Ref: 309306/5095576

Date: 29 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 22 February 2022, we received concerns that the provider was not meeting some of these requirements. This was regarding accident and injuries, safety of equipment, age-appropriate food, and first aid training.

On 29 June 2022, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements, by not completing written records for accidents within a timely manner and had taken action to put this right. The provider has re-trained staff on their policies and procedures for recording and reporting accidents to make sure that every accident is efficiently recorded and reported to the child's caregiver.

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](#).