

Complaint about childcare provision

Ref: 311393/5210005

Date: 8 August 2022

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

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 15 July 2022, we received concerns that this provider was not meeting some of these requirements. A child attending the setting suffered an injury following a fall from a piece of outdoor play equipment. On 1 August 2022, we carried out a regulatory telephone call with the manager and completed a further telephone call with the provider on 8 August 2022. The focus of the call was to check what action the provider had taken and whether they had met the safeguarding and welfare requirements. We found that the provider had followed appropriate procedures following the child's accident. They had also taken prompt and decisive action to keep children safe and to minimise the risk of further accidents. 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](#).