

Complaint about childcare provision

Ref: EY462481/5211663

Date: 10 August 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 18 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 8 August 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We found that the provider did not inform a parent on the same day as a child was involved in an accident. The recording in the accident record was ambiguous and regarded clarity. The provider did notify the parent at a later date and has scheduled a training session with staff to go through the procedures when accidents occur. As the provider has now taken action, no further action is required by Ofsted. The provider remains registered.

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](#).