

## **Complaint about childcare provision**

Ref: EY498058/5205251

Date: 12 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-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 7 July 2022, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any serious accident, illness or injury to any child while in their care, and of the action taken.

On 8 July 2022, we received parental concerns that relate to the same incident.

On 21 July 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken some action to put this right. The provider had reviewed their risk assessment procedures with staff. This was to reiterate the importance of ensuring that all construction resources stay in the carpet area when children are building. This is to prevent trip hazards. However, we also found that procedures to respond to accidents and injuries were ineffective.

We have issued an action for the provider to take.

Actions needed by 26 August 2022:

- take all necessary steps to keep children safe and well, this specifically relates to having effective policies and procedures for responding to serious accidents.

The provider will be able to give parents further information about this. We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).