

## **Complaint about childcare provision**

Ref: EY500476/5226950

Date: 26 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 5 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 17 and 26 August 2022, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 9 September 2022:

- take all necessary steps to keep children safe and well and ensure that policies and procedures are followed to safeguard children
  
- ensure that local child protection agencies, and Ofsted, are notified of any serious accident or injury sustained by children while at the setting
  
- ensure staff have a clear understand of their roles and responsibilities to keep children safe, particularly in respect of managing serious accidents.

We will monitor the provider's response to ensure the actions are successfully completed.

On 5 September 2022, the provider responded to the actions set. We are satisfied the provider has met the actions 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](#).