

Complaint about childcare provision

Ref: 405269/5263256

Date: 5 October 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 22 September 2022 Ofsted received concerns that the provider was not meeting some of these requirements.

On 29 September 2022 we carried out a regulatory telephone call to the provider. The provider was aware of the concern and had already carried out a full investigation into the matter. They identified a breach to requirements in relation to the recording of accident and injuries. They took swift action to address the matter, by reinforcing procedures and working practices with the staff team.

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](#).