

## **Complaint about childcare provision**

Ref: EY492207/5293438

Date: 23 November 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 2 November 2022 we received concerns that the provider was not meeting some of these requirements.

On 21 November 2022 we carried out a regulatory telephone call. We found that the provider failed to meet their legal responsibility, as set out in the Statutory framework for the early years foundation stage, to notify Ofsted of a serious accident or injury to a child while in their care, and of the action taken. However, following the discussion with the provider, we are satisfied that following the accident/injury the provider did take appropriate action to keep children safe and meet their needs.

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](#).