

Complaint about childcare provision

Ref: 316464/5271932

Date: 5 December 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 6 October 2022, we received concerns that the provider was not meeting some of these requirements. We also received a notification from the provider of a complaint that had been made following an incident that had occurred at the nursery. 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 a significant event.

On 14 November 2022, we carried out a regulatory telephone call and reviewed documentation. We found the provider was not meeting some of the requirements and had taken action to put this right. Leaders had reviewed the nursery's risk assessments and information sharing procedures to ensure that children in their care are not exposed to risks. Leaders had provided staff with further training to ensure that they are able to plan suitable activities and meet the needs of all children. The provider will be able to give parents further information about this. We are satisfied with the actions taken. 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](#).