

## **Complaint about childcare provision**

Ref: EY217367/5347196

Date: 25 January 2023

### **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 12 January 2023, we received concerns about an incident at the setting. On 23 January 2023, we carried out a regulatory visit and discussed the information with the nursery manager. We found that the provider had reviewed and improved the accident procedures. All children who sustain a head injury, or suspected head injury must now be assessed by a senior manager. The provider will be able to give parents further information about this. The provider remains 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](#).