

## **Complaint about childcare provision**

Ref: 2609179/5392050

Date: 14 March 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 6 March 2023, we received concerns that the provider was not meeting some of these requirements. On 7 March 2023, the provider notified us that an accident had occurred to a child while in their care. 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 an injury to a child in their care.

On 14 March 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right.

The provider has reviewed the outdoor risk assessment to minimise potential risk to children. A meeting has been held with staff to discuss this and the importance of keeping accurate and detailed accident records. Staff have refreshed their understanding of first aid protocols with regard to injuries and head injuries above the shoulders and have made changes in how they share information with parents.

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](#).