

Complaint about childcare provision

Ref: 221622/5397301

Date: 23 March 2023

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 13 March 2023 we received a notification from the provider. This was in relation to two separate incidents where a child had sustained an injury while at the nursery. In addition, on 16 March 2023 we received concerns that the provider was not meeting some of the requirements.

We carried out a regulatory telephone call on 21 March 2023 to discuss the notifications and establish how the provider meets the requirements of the Statutory framework for the early years foundation stage.

We were satisfied with the action they took following the two incidents. In addition, we are satisfied with the action they are taking in relation to supporting staff to further minimise risks to children and adapting the learning environment.

The provider will be able to give further information. 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](#).