

## **Complaint about childcare provision**

Ref: EY551462/5381790

Date: 31 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 23 February 2023, we received concerns that the provider was not meeting some of these requirements. On 24 February 2023, the provider notified us about concerns they had received about accident and injury and lack of information provided to parents. 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 significant matters affecting the welfare of children.

On 24 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 put strategies in place for training and consistent monitoring of staff to ensure they understand accident/incident reporting and working with parents to build trust between home and the nursery.

Although not part of the initial concerns, we also found that the provider had failed to notify Ofsted about a change to their registration status. The provider took immediate action to remedy this. 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](#).