

## **Complaint about childcare provision**

Ref: EY550493/5441718

Date: 18 May 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 15 May 2023, we received concerns that the provider was not meeting some of these requirements. On 17 May 2023, the provider notified us of a significant incident. 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 any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken.

On 17 and 18 May 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 their risk assessments and the procedure for the movement of children from the preschool room on the first floor, down the stairs and through a fire door into the cloakroom area on the ground floor. They have held a staff meeting to discuss the new procedures to ensure staff understand the importance of closely monitoring the fire door as children pass through it. Additional notices have been displayed on this door for visitors and staff to minimise the potential risk to children. In addition, other agencies have been notified of the incident and advice sought.

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](#).

