

Complaint about childcare provision

Ref: EY545703/5393068

Date: 26 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 April 2023, 7 & 10 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 25 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. Parents and/or carers were not informed of an incident and the first aid treatment administered on that day due to a miscommunication by staff. The deputy managers have retrained all staff on the nurseries policies and procedures to ensure information is more effectively shared with parents in a timely manner.

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](#).