

Complaint about childcare provision

Ref: 251479/5445834

Date: 6 June 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 18 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 06 June 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 16 June 2023:

- improve your knowledge and understanding of the requirement to inform Ofsted of any serious accident to any child while in your care and the action taken
- improve your knowledge and understanding of the requirement to notify the local child protection agency of any serious accident to a child while in your care
- demonstrate how you will ensure that parents are given all necessary information, relating to injuries sustained by their child.

We will monitor the provider's response to ensure the actions are successfully completed.

On 09 June 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of informing Ofsted of serious accidents to any child while in their care and of the requirement to notify the local child protection agency. The provider now understands the importance of ensuring that parents are given all necessary information, relating to injuries sustained by their child. This means that it can be shared with medical professionals where needed.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).