

Complaint about childcare provision

Ref: 2619014/5482118

Date: 20 July 2023

Summary of outcome

His Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

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 29 Jun 2023 the provider notified us of an incident where a child sustained a significant injury while attending the nursery. The notification means that the provider met their legal responsibilities as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for children on the premises.

On 3 July 2023 we received concerns that the provider was not meeting some of the requirements in connection with the notification.

We discussed the incident with other agencies and on 12 July 2023 we carried out a regulatory telephone call with the provider. We found that the provider had investigated the incident. They had reviewed the environment, policy and procedures. They have adapted their practice to further mitigate risk of an incident, such as this, happening again.

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](#).

