

Complaint about childcare provision

Ref: EY561389/5476733

Date: 4 August 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 3 August 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 10 August 2023:

- ensure child protection procedures are consistently implemented, with specific regard to obtaining and recording clear information about children's pre-existing injuries.

We will monitor the provider's response to ensure the action is successfully completed.

On 7 August 2023, the provider responded to the action set. We found that the provider had implemented procedures to ensure that pre-existing injuries are recorded in line with requirements.

We are satisfied the provider has met the safeguarding and welfare action raised.

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](#).