

Complaint about childcare provision

Ref: 2494595/5610344

Date: 17 January 2024

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 07 December 2023, the provider notified us of an accident involving a child. 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 serious accidents, where a child has broken a bone.

On 10 January 2024, 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 had not kept a written record of the accident or provided parents with information about their child's involvement. The provider has taken steps to ensure that staff do not leave the setting at the end of their shift, until they have completed the relevant forms, in order to provide parents with details about any accidents involving their child.

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](#).

