

Complaint about childcare provision

Ref: 2737109/5599624

Date: 19 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 22 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 24 November 2023, the provider notified us of a significant event in the nursery. 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 any serious accident, injury or illness to child.

On 17 January 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements at the time of the incident and has taken action to put this right. This includes refreshing staff training, increased monitoring and supervision of staff practice in the nursery and a review of policies and procedures. 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](#).