

Complaint about childcare provision

Ref: EY363745/5593946

Date: 1 December 2023

Summary of outcome

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 16 November 2023, we received concerns that the provider was not meeting some of these requirements. On 16 November 2023, the provider also notified us about the same incident. 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 significant events.

On 30 November 2023, 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 refreshed staff knowledge of the process to follow for making a record of any injuries, so that they fully understood the procedures.

We have also issued an action for the provider to take.

Actions needed by 7 December 2023:

- provide Ofsted with the required information so that the necessary checks can be completed, and the suitability decision made.

We monitored the provider's response to ensure the action was successfully completed.

On 28 February 2024, we carried out an announced regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. This includes ensuring the deputy manager has the skills and knowledge to fulfil the role and responsibility of the manager in the manager's absence; ensuring a suitably trained practitioner is designated to take lead responsibility for safeguarding children in the manager's absence; implementing effective procedures to ensure they keep a written record of accidents or injuries and first aid treatment; and ensuring parents and/or carers are informed of any accident or injury sustained by the child on the same day as, or as soon as reasonably practicable after, of any first aid treatment given.

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](#).