

## **Complaint about childcare provision**

Ref: EY432662/5682750

Date: 26 March 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](https://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 12 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 15 March the provider notified us of an incident at 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 a significant event.

On 15 March 2024 and 19 March 2024, we carried out a regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 5 April 2024:

ensure staffing arrangements meet the needs of all children and ensure their safety

ensure local child protection agencies are notified of any serious injury to a child.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).