

Complaint about childcare provision

Ref: EY483697/5692771

Date: 11 April 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 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 25 March 2024, the provider notified Ofsted of an incident at the nursery where a child had sustained an accidental injury.

On 10 April 2024, we carried out a regulatory telephone call with the provider. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has provided additional training for all staff to ensure accident procedures are followed with regard to recording accidents and sharing information with parents.

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](#).

