

Complaint about childcare provision

Ref: EY300452/5677274

Date: 15 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 5 February 2024 the provider notified us of an injury to a child that required medical treatment. 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, illness, or injury to, or death of, any child while in their care, and of the action taken. We are satisfied with the action taken by the provider, which included the purchase of more sturdy furniture. We are satisfied with the action taken by the provider.

On 4 March 2024, the provider notified us of a significant event relating to a staff member. 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 significant event which is likely to affect the suitability of any person who is in regular contact with children on the premises where childcare is provided.

On 12 March 2024 the provider notified us of a concern raised by a parent and the action they had taken in relation to that. For example, additional training for some staff regarding attachment theories, how to meet children's emotional needs, leadership qualities and role modelling. We are satisfied with the action taken by the provider. We are satisfied with the action taken by the provider.

On 10 April 2024, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of another significant event within the required timescale, which is a requirement of their registration.

On 12 April 2024 the provider notified us of another significant event relating to the same staff member and of the actions they are taking. We are satisfied with the actions taken by the provider. 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](#).