

## **Complaint about childcare provision**

Ref: EY429182/5715531

Date: 15 May 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](http://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 7 March 2024, the provider notified us a significant event. 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, any child while in their care, and of the action taken.

On 24 April 2024, we received concerns linked to the above notification.

On 7 May 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. In addition, we found the provider had failed to notify Ofsted as required, of a significant event in relation to the premises.

We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 24 May 2024

- ensure parents and/or carers are informed of any serious accident or injury sustained by a child on the same day as, or as soon as reasonably practicable after, and of any first aid treatment given
  
- ensure there is an adequate supply of clean bedding to support children's comfort when sleeping
  
- ensure there are suitable hygienic changing facilities for changing any children who are in nappies

- ensure all reasonable steps are taken to ensure children are not exposed to risks, this specifically refers to low-level wires hanging from the TV, trip hazard risks in the bathroom and a broken wooden structure in the garden
- ensure procedures for dealing with concerns and complaints from parents and/or carers are implemented in a timely way and keep a written record of any complaints, and their outcome.

On 13 May 2024, the provider responded to the actions set. We found that the provider had improved their procedures for complaints and for sharing information with parents when accidents happen in the setting. Appropriate action has been taken to ensure suitable bedding is available for all children who rest. Changing facilities have improved and all risks in the environment have been made safe or removed.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).