

Complaint about childcare provision

Ref: 2527499/5798031

Date: 21 August 2024

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 30 July 2024, the local authority notified us about several incidents that had happened in the nursery that relate to safeguarding requirements. The notification raised concerns that there may be breaches of the 'Statutory framework for the early years foundation stage'.

On 19 August 2024, we carried out a telephone regulatory event. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has put additional staff training in place so that children's accident records are completed accurately before they are shared with parents to ensure children's well-being and safety.

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](#).