

## **Complaint about childcare provision**

Ref: EY409425/5846861

Date: 5 November 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 October 2024, we received concerns that the provider was not meeting requirements relating to the safeguarding and welfare requirement of dealing with accident or injury.

On 5 November 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider reviewed the setting's accident policy and procedures with the staff team and reminded them about the need to record accidents and share these with parents. The provider also offered refresher training to update staff knowledge of manual handling and paediatric first aid.

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](#).