

Complaint about childcare provision

Ref: 2688730/5750291

Date: 10 July 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 7 June 2024, we received concerns that the provider was not meeting some of these requirements. On 13 June 2024, the provider notified us of an injury to a child. 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 a significant event.

On 17 June 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 28 June 2024:

- ensure the procedures for risk assessment are effective so that staff identify, remove or minimise any risks to children within the nursery
- ensure that written records of accidents or injuries children sustain are maintained and that clear and accurate information is provided to parents on the same day, or as soon as reasonably practicable.

On 25 June 2024, the provider responded to the actions set. We found that the provider had improved the procedures for risk assessment and the recording of accidents. 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](#).