

Complaint about childcare provision

Ref: 2580055/5746316

Date: 11 June 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 31 May 2024, we received concerns that the provider was not meeting some of the requirements. On 06 June 2024, we received a notification of an incident at the setting where a child sustained an injury. 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 significant events.

On 10 June 2024, we carried out a regulatory visit. We found that the provider had taken steps to put things right. The provider has reviewed first aid procedures to ensure that all accidents and injuries are recorded. They have also ensured that appropriate action is taken to inform parents and seek medical advice if required in the quickest time possible. We are satisfied that the provider has met the safeguarding and welfare requirements.

The provider will be able to give parents more 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](#).