

Complaint about childcare provision

Ref: EY279320/5900276

Date: 12 December 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 6 December 2024, we received concerns that the provider was not meeting requirements relating to Staff: child ratios, Accident or injury and information for parents and carers.

On 12 December 2024, we carried out a regulatory telephone call. 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 27 December 2024:

- keep a written record of accidents or injuries and first aid treatment for every accident or injury that occurs on the premises.

On 24 December 2024, the provider responded to the action set. We found that the provider had put a system in place to ensure that records are kept appropriately. The information gathered suggests that the provider is now meeting the requirements of their registration. We are satisfied the provider has met the safeguarding and welfare action 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](#).

