

## **Complaint about childcare provision**

EY410548/C209044

**Date:** 28/03/2014

### **Summary of complaint**

On 28 March 2014, Ofsted received concerns about a serious accident involving a child in the nursery. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to notifying Ofsted of a significant event. It was found that the provider failed to notify Ofsted. This means that the provider did not meet their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of significant events. In addition we found that some of the records relation to staff's suitability with regards to how the provider had confirmed the staff's qualifications were incomplete. Following our inspection, we issued a warning within the body of the inspection report regarding the failure to notify Ofsted of a significant event. We also sent the provider a notice to improve that asked them to: ensure that records for the safe management of the setting are maintained and available for inspection at all times; this includes the records of evidence relating to staff qualifications for all staff. The provider remains 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)

