

Complaint about childcare provision

EY458890/C252131

Date: 08/08/2015

Summary of complaint

On 22 June we received information that raised concerns about the procedure for accident and injury at the setting. In particular these include a procedure which states:

Registered providers must notify Ofsted or the childminder agency with which they are registered of any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken. Notification must be made as soon as is reasonably practicable, but in any event within 14 days of the incident occurring. A registered provider, who, without reasonable excuse, fails to comply with this requirement, commits an offence. Providers must notify local child protection agencies of any serious accident or injury to, or the death of, any child while in their care, and must act on any advice from those agencies.

We do not investigate to prove or disprove a concern but we look into the information we receive to see if the childcare provider is meeting all legal requirements.

We carried out an unannounced visit to the premises and found that the provider had followed rigorous and effective procedures to deal with an injury to a child, however, the provider had not notified Ofsted of the incident.

Following our investigation, we sent the provider a warning letter rather than prosecute for an offence.

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)