

Complaint about childcare provision

EY496641/C342736

Date: 24/04/2018

Summary of complaint

'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 22 March 2018, the provider notified us of an injury to a child at the nursery. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event that may which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children. Following a visit we have issued a notice of actions to improve that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.'

Actions needed

ensure that you have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children is suitable, this is with specific regard to any concerns about practice and the continued suitability of staffs by 18 April 2018

ensure you maintain records and information that demonstrates that the needs of the children are met, with specific regard to ratios by 18 April 2018.

The provider responded in writing to confirm that they have taken action and are monitoring systems for staffs suitability through induction, supervision and observation. They are checking that staff complete all documentation relating to maintaining records at the nursery.

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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted