

## **Complaint about childcare provision**

EY404033/C276836

**Date:** 23/03/2016

### **Summary of complaint**

On 21 February 2016, we received a complaint that raised concerns about the provider's ability to meet children's individual needs. We needed to check that the Early Years Foundation Stage safeguarding and welfare requirements were being met. In particular, the requirements that relate to medicines, food and drink and complaints. On 4 March we carried out an unannounced visit to the provider and found that the provider was meeting these requirements. Although not part of the original complaint, we found that an incident had occurred in the setting and the provider had failed to notify Ofsted within 14 days. Notification of such events is a requirement of the provider's registration. On this occasion we issued a warning letter reminding the provider of their responsibility to do so in the future. 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)