

Complaint about childcare provision

109927/C292773

Date: 10/09/2016

Summary of complaint

On 18 August 2016, the provider notified us that an incident had taken place relating to the administration of medication. 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 a significant event.

We needed to investigate this to see if the provider was meeting the Early Years Foundation Stage safeguarding and welfare requirements; in particular the requirements relating to medicines and information for parents and carers.

Initially we had a telephone conversation with a member of the management team. We followed this up with a visit on 7 September 2016. We found that the provider had carried out an investigation of the incident and made changes to the way in which medication is administered to children. We are satisfied with the action taken by the provider. 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 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