

## **Complaint about childcare provision**

EY279797/C296964

**Date:** 04/11/2016

### **Summary of complaint**

On 7 October 2016 we received a complaint that raised concerns about the deployment of staff, supervision of children and the administration of medication. We carried out an unannounced inspection, which judged that the overall effectiveness of the setting required improvement. We found that all reasonable steps were not taken to ensure children are given medication at the time requested by parents. Following our inspection, we sent the provider a notice to improve that asked them to take action as follows: promote the good health of children by ensuring medication is always given on time. 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)