

Complaint about childcare provision

EY437096/C337325

Date: 05/04/2018

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 23 January 2018, we received concerns that this provider was not meeting some of these requirements. We visited the provider and have raised notices to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out:-

improve the procedures for administering medicines, including obtaining information about a child's needs for medicines and keep this information up to date;

ensure first aid boxes are well organised and only contain the appropriate contents for first aid use;

improve the accident procedures to ensure all parents are informed of any accident or injury sustained by the child on the same day, and of any first aid treatment given.

The provider will be able to give parents further information about this.

The provider is still 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