

## **Complaint about childcare provision**

137799/C347006

**Date:** 08/06/2018

### **Summary of complaint**

All early years providers must meet the legal requirements in the statutory framework for the early year's foundation stage, which you can find at <https://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 14 May 2018, we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit to discuss the concerns. We found that the provider had been made aware of the concerns by the parent and had taken action to ensure they meet the statutory requirements. On one occasion the provider had not ensured sufficient formula milk was available for the children. This resulted in a baby not being given their afternoon bottle of milk. The provider took action by ensuring sufficient milk is obtained so that this does not happen again.

We also found that staff had not followed their medication policy. On one occasion medicine was administered without obtaining prior written permission from the child's parent. After the setting received the complaint staff received further training on the medication procedures and how to correctly complete the forms. Management are now checking that the medication procedure is followed.

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)