

## **Complaint about childcare provision**

Ref: EY549611/4085585

Date: 15 February 2019

### **Summary of outcome**

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](http://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 November 2018, the provider notified us of an incident relating to incorrect 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 significant event. We carried out an unannounced visit on 4 February 2019. The provider took prompt and appropriate action to comply with the requirements of registration. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).