

Complaint about childcare provision

Ref: EY387217/4387060

Date: 29 November 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 22 November 2019, the provider notified us that it was necessary to seek medical treatment for a child. Through discussion with the provider it was found that this medical treatment was not sought swiftly enough.

Through the discussions, we also found that a concern about a member of staff's behaviour was not promptly reported to the management team.

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.

The management have taken appropriate action to reassess their procedures and train staff to ensure they are equipped to fulfil their roles and responsibilities. We are satisfied that they remain suitable for 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](#).