

Complaint about childcare provision

Ref: 206296/4397053

Date: 25 February 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 4 December 2019, we received concerns that this provider was not meeting some of these requirements. We issued a notice of action to improve. This is a notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions

- ensure that you follow your policy and procedures when administering medicines, obtain information about a child's need for the medicine and keep information up to date including the time of the last dose to be completed by 13 February 2020
- ensure that you share information with parents and carers to help ensure the needs of all children are met to be completed by 13 February 2020.

The provider sent a satisfactory response to the notice of action to improve. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).