

## **Complaint about childcare provision**

Ref: EY257438/4417957

Date: 3 March 2020

### **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 7 January 2020 we received concerns that this provider was not meeting some of these requirements. We found that at the time of the incident the provider had not been meeting the following requirement in full:

Providers must have and implement a policy, and procedures, for administering medicines.

The provider had taken prompt action to ensure this requirement was met and we are satisfied with the action they had already taken to comply.

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](#).