

Complaint about childcare provision

Ref: EY421215/4447837

Date: 4 June 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 7 and 17 February 2020 and the 2 March 2020 we received concerns that this provider was not meeting some of these requirements. We have issued a notice of action to improve. This notice 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 needed:

ensure that all staff have an up to date knowledge of safeguarding issues, in order to identify signs of possible abuse and neglect and respond to them in a timely and appropriate way by 11 June 2020

ensure procedures for the administration of medication includes information for obtaining information about a child's needs for medicines, and that this is understood and consistently implemented by 11 June 2020

ensure that a written complaints procedure for dealing with concerns and complaints is consistently implemented by 11 June 2020

The provider has responded appropriately to these actions.

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](#).