

## **Complaint about childcare provision**

Ref: EY482576/4563820

Date: 17 September 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 26 August 2020, we received concerns that the provider was not meeting some of these requirements. On 8 September 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 8 October 2020:

make sure that all staff understand and adhere to the nursery's new policies and procedures for protecting the privacy of the children in their care and that the information relating to a child is handled in a way that ensures confidentiality; this particularly relates to sharing electronic information including photographs

ensure that a written record is kept each time prescribed medication is administered to a child and inform the child's parents on the same day.

We received an appropriate response from the provider and the actions have now been suitably addressed. 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).