

Complaint about childcare provision

Ref: EY491335/4670946

Date: 21 January 2021

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

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 23 December 2020, we received concerns that the provider was not meeting some of these requirements.

On 12 January 2021, the provider notified us that a child had accessed medication brought in from home. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 14 January 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

The provider has improved their first aid practice, which now includes appropriate procedures to be followed in the event of a child receiving a bite from another child. Systems have been improved for the safe storage of children's belongings from home. A personal improvement plan to support staff with; effective deployment, routines, recording and reporting has also been implemented.

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.](#)