

## **Complaint about childcare provision**

Ref: EY462408/4786853

Date: 22 June 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', 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 the 13 May 2021 we received concerns that this provider was not meeting some of these requirements.

On the 17 June 2021 we carried out an unannounced regulatory visit. 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 taken action to ensure that there are procedures in place to recorded when staff need to administer medication to children. Procedures have also been amended to ensure that once medication is given to children, this information is shared with parents.

### **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](#).