

## **Complaint about childcare provision**

Ref: 2515642/4813474

Date: 24 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 15 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 17 and 18 June 2021, we carried out a regulatory telephone call. 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. The provider is still registered with Ofsted.

Actions needed by 9 July 2021:

- introduce a policy and procedure for medication, including safe storage and administration, which is understood by all staff
- develop a two-way flow of information with parents to ensure children's health needs are fully promoted
- ensure that all staff receive appropriate guidance and support to help them understand their roles and responsibilities within the setting so that children's individual needs are met.

The provider has since confirmed that the actions have been met and we are satisfied with provider's response.

### **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](#).