

Complaint about childcare provision

Ref: EY539482/4826428

Date: 6 September 2021

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 30 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 16 August 2021, 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 as follows:

Ensure that the policy and procedures for obtaining information about a child's need for medicines, and for keeping this information up to date, are fully implemented by 3 September 2021.

On 3 September 2021, the provider responded to the action set. We are satisfied the provider has met the action raised. 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](#).