

Complaint about childcare provision

Ref: EY478907/5003216

Date: 15 February 2022

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 20 December 2021, we received concerns that the provider was not meeting some of these requirements. On 17 January 2022, we contacted the provider and asked them to look into the concerns and provide Ofsted with the outcome. On 9 February 2022 we reviewed the information from the provider and carried out a regulatory telephone call. The provider confirmed that staff have appropriate training and are correctly deployed. They have suitable inductions, supervision meetings and training opportunities. The complaints policy is clear and publicised. We found the provider was not meeting one of the requirements and had taken action to put this right. There was one occasion in October 2021 where staff had not followed the setting's medication policy. The provider has made changes to the way medication is administered and we are satisfied with the action taken. The provider will be able to give parents further information about this. 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](#).