

Complaint about childcare provision

Ref: EY433966/5403751

Date: 28 April 2023

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 23 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 17 April 2023, 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.

Actions needed by 22 May 2023:

- ensure staff have appropriate training to meet the individual medical needs of children, including when medications require specific technical or medical knowledge
- ensure respectful relationships which encourage a two-way flow of information with parents are maintained
- ensure policies and procedures are effectively implemented, particularly when handling parental complaints

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).