

Complaint about childcare provision

Ref: 322416/5440110

Date: 16 May 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 12 May 2023, we received concerns that the provider was not meeting some of these requirements. Also on 12 May 2023, the provider notified us of an incident. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant event.

On 16 May 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right.

The provider has immediately changed the procedures for administering any prescribed medication to children. This is now overseen and implemented by the nursery manager and witnessed by the deputy manager. Going forward the provider has reissued the medication policy and procedures to all staff and discussions held with all staff to ensure they are clear on their role and responsibility to ensure the procedures are followed correctly to prevent any reoccurrence.

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](#).