

## **Complaint about childcare provision**

Ref: EY480721/5471800

Date: 19 July 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](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 23 June 2023, the provider notified us of a significant event. 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 these events.

On 6 July 2023, the provider provided us with information, and we followed this up with a regulatory telephone call to on 18 July 2023. We found the provider was not meeting some of the requirements and had taken action to put this right. Staff have all been retrained on administering medication. Senior leaders have put new procedures in place for children on long term medication and the systems to review the medical care plans had been improved. Senior leaders have also made changes to their complaints procedures if parents wish to take their concerns further at the setting.

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](#).