

Complaint about childcare provision

Ref: EY558563/5478973

Date: 22 August 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 30 June 2023 and then subsequently on the 5 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 4 July 2023, we carried out a regulatory visit and found the provider was not meeting some of these requirements. On the 18 July we contacted the provider by telephone to discuss the additional concerns raised. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take as follows:

ensure that a clear record of children's days and hours of attendance is maintained;

ensure that there are effective systems in place so that practitioners and any other person who is likely to have regular contact with children, including those living or working on the premises are suitable;

ensure that people whose suitability has not been checked, including through a criminal records check, do not have unsupervised contact with children;

ensure that a written record is kept each time a medicine is administered to a child and inform the child's parents or carers of this.

We are satisfied the provider has taken appropriate action and now meets the safeguarding and welfare requirements. 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](#).

