

## **Complaint about childcare provision**

Ref: 135060/5561018

Date: 27 October 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 13 October 2023, we received concerns that the provider was not meeting some of these requirements.

On 24 October 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and have issued actions for the provider to take.

Actions needed by 02/11/2023:

- ensure that the policy and procedures for administering medicines is consistently implemented, in order to promote the good health of children
- ensure that a clear written record is kept each time medicine is administered to a child.

On 1 November 2023, the provider responded to the actions set. We found that the provider had reinforced the company policy and procedures for administering medicines with staff and taken action to improve how the administration of medication is recorded. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).

