

Complaint about childcare provision

Ref: EY297422/5679799

Date: 19 March 2024

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 11 and 12 March 2024, we received concerns that this provider was not meeting some of these requirements.

We carried out a regulatory telephone call on 15 March 2024. We found that the provider had not met requirements relating to administration of medication. However, they took swift and effective action to address the breach of requirements. They have improved medication procedures to ensure that children who require medication while at nursery, receive this in a timely manner.

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](#).