

## **Complaint about childcare provision**

EY225251/ C156476

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### **Summary of complaint**

On 06 October 2011, we received a complaint that raised concerns about medication procedures at the setting. Concerns were also raised with regard to the updating of children's individual learning journals. We also needed to investigate to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare'. In particular, these include a requirement that the provider must implement an effective policy on administering medicines. We also needed to investigate to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'organisation'. In particular that providers plan and organise their systems to ensure that every child receives an enjoyable and challenging learning and development experience that is tailored to meet their individual needs.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found that following an incident the setting has updated its medication procedures to ensure children's welfare and good health is promoted. We also found that there is an effective system in place for undertaking sensitive observational assessments, which are used to plan to meet young children's needs.

Although it was not part of the original complaint we found that the provider was not meeting the Early Years Foundation Stage welfare requirement relating to 'Suitable people' as they had failed to notify Ofsted of a significant event, which is a regulation. A provider who, without reasonable excuse, fails to comply with this requirement commits an offence. However on this occasion Ofsted has decided to issue the provider with a warning letter regarding the failure.

The provider remains 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)