

Complaint about childcare provision

110095/C304402

Date: 27/01/2017

Summary of complaint

On 16 January 2017 we received information about an incident that had occurred at the setting on 13 December 2016. This raised concerns about the arrangements for food and drink and procedures for managing mealtimes. We needed to check that the Early Years Foundation Stage safeguarding and welfare requirements were being met; in particular, the requirements that relate to food and drink; training support and skills; risk assessment and complaints. On 23 January 2017 we carried out an unannounced visit to the provider. We found the provider had taken appropriate action following the incident. The provider had undertaken a robust investigation into the incident and had made changes to practice in terms of the handover of meals between the chef and staff. All those working in the setting have been briefed on the new procedures and have a secure understanding of the arrangements to follow. Leaders have implemented effective procedures to monitor practice to ensure the improvements to mealtime arrangements are understood by all staff and implemented. 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at

www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted