

## **Complaint about childcare provision**

EY494702/C307511

**Date:** 11/04/2017

### **Summary of complaint**

On 20 February 2017 the provider notified Ofsted of an incident where a child's individual dietary needs had not been met.

Relevant requirements: Qualifications. Training, Key persons. Ratios. Child Supervision. Staff deployment. Food and drink. Premises. Risk assessment. General information and record matters. Information about the child. Information for parents and carers. Changes that must be notified to Ofsted.

We do not investigate to prove or disprove a complaint but use the information to check if the childcare provider is meeting all legal requirements. We visited the setting unannounced on 7 April 2017. We found that children's individual needs are being met appropriately as the provider has now initiated additional robust safeguards when staff serve children's meals and snacks.

No further action was required by Ofsted and the provider remains suitable for registration.

### **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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)