

Complaint about childcare provision

221764/C314079

Date: 03/06/2017

Summary of complaint

On 08 May 2017, we received a complaint that raised concerns that the provider was not meeting a child's needs with regard to food.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to; 'Food and drink' and 'Information for parents and carers'.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the premises and found that the provider had not fully informed the parent about their child's day and had failed to discuss issues arising at the lunchtime period.

Following our investigation, we issued a notice of action to improve which required the provider to:

- ensure parents are clearly informed about their child's day and any issues that may have arisen in meeting their child's needs. This particularly refers to the provision of food at lunchtimes and ensuring children have sufficient to eat.

We have received a suitable response from the provider.

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