

## **Complaint about childcare provision**

EY536579/C325443

**Date:** 08/12/2017

### **Summary of complaint**

On 10 February 2017, we received a complaint that raised concerns about a child being given the wrong food or not enough food. At an inspection we looked into this concern to see whether the setting was meeting the safeguarding and welfare requirements, in particular, the requirement relating to food and drink. During the inspection we found that a child with a known dietary requirement was given the wrong food by a member of staff. We found that the manager acted immediately to implement new procedures to prevent this happening again. All dietary and allergy needs are on lists on the room walls and the catering company is informed about all children's dietary needs. Also, all staff received training on diets and allergy needs of the children. In addition, the manager and staff implemented 'red plates' for children with dietary or allergy needs. We are satisfied with the action taken by the setting. The provider remains registered with Ofsted. complaint

### **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)