

## **Complaint about childcare provision**

EY350193/C350074

**Date:** 18/07/2018

### **Summary of complaint**

All early years providers must meet the legal requirements in the 'Statutory framework for the Early Years Foundation Stage', which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2).

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

We received information that raised concerns that the provider was not meeting some of these requirements. We also received a notification from the provider with regard to a separate matter where there had been a significant incident at the setting.

We carried out an unannounced visit on 26 June 2018 to look into the concerns raised and discuss the significant incident with the provider.

Following the visit we issued a Notice of Action to Improve with a due date of 10 August 2018 for the provider to:

3.22 Provide regular opportunities for staff to discuss any issues particularly concerning children's development or wellbeing. Identify solutions to address issues as they arise and ensure that staff receive coaching to improve personal effectiveness so that they are better equipped to manage children's behaviour and provide challenging, well presented and enjoyable experiences for children.

During our visit the provider gave Ofsted information about a significant incident where a child had been given a food type that staff knew he was allergic to. We found that the provider is carrying out an internal investigation

into the matter but had immediate taken action to ensure that this error did not happen again in the interim.

The provider will be able to give further information.

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