

Complaint about childcare provision

Ref: EY308705/4102494

Date: 15 January 2019

Summary of outcome

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

On 11 December 2018 we received concerns that this provider was not meeting some of these requirements.

On 11 January 2019 we carried out an unannounced visit to the setting. We found that an incident had occurred that affected children's safety and welfare in relation to their dietary requirements and allergies. The provider failed to meet their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event that may affect the suitability of anyone working with children.

We discussed this incident with the manager. Although the provider had failed to notify Ofsted of this event we are satisfied that they have taken appropriate action to safeguard children following the incident. The provider will be able to give parents further information about this. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).