

Complaint about childcare provision

Ref: EY537985/4304371

Date: 22 September 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 9 August 2019, we received concerns that the provider was not meeting some of these requirements. On 18 September 2019, we visited the provider and identified a breach of requirements relating to food and drink. Although not linked with the initial concern, we also found that the provider had failed to inform Ofsted of a significant event as soon as reasonably practicable. This is a requirement of registration. The provider will be able to give parents further information about this.

Action taken by the provider:

the procedures for identifying and managing children's individual dietary needs have been amended, making them clearer for staff to understand and follow. This helps to ensure that children's dietary needs are met.

We are satisfied with the action taken by 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 about the complaints process please view the [Concerns and](#)

[complaints about childminders and childcare providers leaflet.](#)