

## **Complaint about childcare provision**

Ref: EY382955/4373595

Date: 12 November 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](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.

On 4 November 2019, we received concerns that this provider was not meeting some of these requirements.

On 6 November and 7 November 2019, we liaised with the provider and found that they had breached requirements of their registration. The provider took prompt action to ensure that all staff are fully aware of their roles and responsibilities to following the nursery's procedures regarding food allergies. The provider will be able to give parents further information about this.

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](#).