

Complaint about childcare provision

Ref: 502186/4554546

Date: 20 August 2020

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 10 August 2020, we received concerns that an allegation had been made against a member of staff and staff had not adhered to a parent request relating to their child's dietary requirements. We liaised with other agencies and discussed the information with the provider. We found that the provider had failed to notify Ofsted and other relevant agencies that an allegation had been made against a member of staff. On this occasion, we accepted that the provider had not intended to deceive Ofsted and the failure to notify was an oversight.

We found that the provider had taken prompt and effective action to prevent a re-occurrence. The action taken was to:

- conduct a thorough internal investigation and address the issues raised
- adopt new procedures to record any specific dietary requests and ensure members of staff adhere to these request.

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. 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.](#)