

Complaint about childcare provision

Ref: EY538639/4787480

Date: 28 May 2021

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>.

On 13 May 2021, we received information which raised concerns that the provider was not meeting the requirements. On 25 May 2021, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We found that on one occasion a child with specific allergies and dietary needs was given food they shouldn't have consumed. On another occasion, a child who had an allergic reaction was not provided with the necessary treatment in line with the specific care plan for that child. We found that the provider had already taken action to put this right by undertaking a formal investigation, updating risk assessments to make sure that every child with dietary or health needs are supported and steps taken to manage and minimise any risks, and improving communication with parents to make sure that care plans are clear and accurate. 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).

