

Complaint about childcare provision

Ref: 128510/4928335

Date: 9 November 2021

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 19 October 2021, we received concerns that the provider was not meeting some of these requirements. On the 22 October 2021, we also received a notification regarding the same incident from the provider. On 4 November 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had retraining all staff on the protocols to follow in order to meet children's dietary needs. The provider had also improved ratios at meal times to provide additional support children with allergies.

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](#).