

## **Complaint about childcare provision**

Ref: EY444375/5076575

Date: 17 February 2022

### **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 7 February 2022, we received concerns that the provider was not meeting some of these requirements.

On 9 February 2022, we contacted the provider and discussed the information we had received. The provider was aware of the concerns and had looked into them. The provider identified they had not met some of the requirements and had taken action to meet requirements.

We reviewed the provider's findings and we found that the provider had responded to the complaint in line with the complaint's requirements. The setting has an appropriate policy in place regarding only allowing authorised persons to collect children. However, we found that their procedure for checking the identity of visitors was not followed on one occasion. The provider has revised their procedure and put in place additional measures to prevent a reoccurrence. They have also trained staff in the new procedures.

We also found that the setting had failed to consistently provide parents with information about the food and drinks provided for their children. The provider has taken action to ensure all meals are uploaded onto their parental information system in a timely manner and to ensure staff communicate with parents more thoroughly at handovers.

We are satisfied with the action taken. The provider will be able to give parents further information about these matters. 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](#).