

Complaint about childcare provision

Ref: EY548675/5120902

Date: 8 April 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 <https://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 24 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 28 March 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 them.

We reviewed the provider's findings and we found that they had responded to the complaint in line with the complaint's requirements. The setting has an appropriate policy in place regarding children's dietary needs. However, we found that this had not been acted upon. 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 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](#).