

Complaint about childcare provision

Ref: EY297718/5121508

Date: 20 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 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 25 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 14 April 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 27 May 2022:

improve the supervision arrangements for all staff to ensure that they receive the support, coaching and training that they need to better understand all of their roles and responsibilities

improve arrangements for children's special dietary requirements to ensure that children who have food allergies, preferences and intolerances are not provided with food they should not eat.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).