

Complaint about childcare provision

Ref: EY452380/5177922

Date: 30 June 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 8 June 2022, we received concerns that the provider was not meeting some of these requirements. On the same day, the provider notified us of an incident in which a child had been given a small amount of food to which they were allergic. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of serious incidents.

On 29 June 2022, 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 reviewed the nursery's allergy policy and refreshed staff's awareness of this. They had taken steps to ensure all staff working with children were informed of children's dietary requirements, to help ensure information provided by parents is acted on. The provider had sourced training in allergies, which will be made mandatory for all staff. Additionally, they had improved senior leader checks of the daily allergy sheet, to help ensure staff tailor all meal and snack times to meet each child's individual needs. 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](#).