

Complaint about childcare provision

Ref: 221622/5172367

Date: 1 August 2022

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 May 2022 we received concerns that this provider was not meeting some of these requirements.

We carried out regulatory telephone calls to the provider on 7 June and 1 July 2022 to discuss how the provider meets requirements. We were satisfied with the actions they had taken to improve how staff are deployed to supervise children, how accidents and/or injuries are recorded and information shared with parents. The provider had also tightened procedures in place to prevent children being given food or drink which is not suitable for their specific dietary requirements. However, we found that the provider had not suitably notified of an incident in relation to a child being served a drink which was not appropriate for them.

We issued a notice to improve to the provider to:

- ensure that those given responsibility for making notifications to Ofsted understand when a significant event is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

We are satisfied with the action that the provider has taken to improve the knowledge of those responsible for making notifications to Ofsted about what constitutes a significant event.

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](#).