

Complaint about childcare provision

Ref: 2642360/5176806

Date: 9 August 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 1 March 2022, the provider notified us of an incident to a child. 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 a significant event.

On 1 June 2022, we received concerns that the provider was not meeting some of these requirements in relation to this incident.

On 3 August 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. They have implemented more robust mealtime procedures to ensure children receive the right food for their requirements. Meals are checked by two members of staff in relation to children with allergies to safeguard them from receiving food they cannot have.

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](#).