

## **Complaint about childcare provision**

Ref: EY491258/5093319

Date: 12 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](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 18 February 2022 and 10 August 2022, we received concerns that this provider was not meeting some of these requirements. On 12 August 2022, we carried out a regulatory call. We found the provider was not meeting one of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 30 August 2022:

- ensure that children's dietary requirements, preferences, allergies and health requirements are met

On 5 September 2022, the provider sent Ofsted details of how they had addressed the action. On 6 September 2022, we carried out a welfare requirements notice monitoring call. We found that the provider had met the action. The provider has delivered additional training to staff and re-organised the way food is served to children with dietary requirements.

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](#).

