

## **Complaint about childcare provision**

Ref: 2642304/5272804

Date: 24 October 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](http://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 7 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 12 October 2022, we carried out a regulatory telephone call to discuss the concerns in detail. We found the provider was not meeting some of the requirements. The provider will be able to give parents further information about this. The provider is still registered with Ofsted. We have issued actions for the provider to take.

Actions needed by 27 October 2022:

- Ensure the good health of children by making sure that all staff fully understand their roles and responsibilities to meet children's dietary needs.

The provider sent a detailed response to the action set. The provider has reviewed procedures and re-trained staff in the special diet policy. Furthermore, health and safety staff will continue to monitor the implementation of the policy.

We are satisfied that they took prompt and effective action to meet the requirements.

### **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](#).