

Complaint about childcare provision

Ref: EY317005/5310648

Date: 25 November 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 22 November 2022, the provider notified us of a significant event. 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 any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken.

On 24 November 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 improved their procedures to ensure all staff, including cooks, are fully aware of children's dietary requirements and allergies. Staff have been advised it is their responsibility to remain alert to all foods provided to children, to ensure they are suitable and meet children's needs. Regular checks with parents and carers are also being implemented, to ensure information on children's dietary requirements is kept up-to-date and as accurate as possible.

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](#).