

## **Complaint about childcare provision**

Ref: EY561083/5242983

Date: 29 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](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 30 August 2022 we received information that raised concerns that the provider was not meeting some of these requirements.

On 18 November 2022, we carried out a regulatory telephone call. We found that the provider was not meeting one of the requirements, in relation to promoting children's Personal social and emotional development. We have issued an action for the provider to complete. This requires the provider to take action within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 9 December 2022:

- ensure staff promote a positive attitude towards healthy eating, with particular regard to messages given to children about food when staff are managing children's behaviour.

On 6 December 2022, the provider responded to the action set. We found that the provider had improved the procedures for ensuring staff provide children with positive messages about food. We are satisfied that the provider has met the learning and development action raised. 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](#).