

## **Complaint about childcare provision**

Ref: EY440853/5320495

Date: 21 December 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 5 December 2022, we received concerns that the provider was not meeting some of these requirements.

On 21 December 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 has introduced additional checks when making and serving food to children to help avoid a repeat of the incident, particularly when foods are substituted for different brands. Ofsted are satisfied with the action the provider took in response to this matter and the steps taken to avoid a re-occurrence.

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](#).