

Complaint about childcare provision

Ref: EY356796/5303437

Date: 23 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 11 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 17 November 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by: 01 December 2022

Make sure all staff understand and implement the policies and procedures when serving food to children, to ensure children receive food suitable for their age, dietary or allergy requirements to keep children safe.

We will monitor the provider's response to ensure the action is successfully completed.

On 02 December 2022, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of implementing food and drink policies and now fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).