

Complaint about childcare provision

Ref: EY375536/5354334

Date: 3 March 2023

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 20 January 2023, we received concerns that this provider was not meeting some of these requirements, we liaised with the Local Authority Designated Officer for Salford (LADO), who took the lead in these matters

. On 20 January 2023, the provider notified Ofsted of a significant incident. This notification means the provider has met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 9 February 2023, following the conclusion of the LADO investigations, we conducted a regulatory call to the provider. We found that the provider has taken prompt and effective action to retrain staff in their policies and procedures for serving food and in addition, all staff have refreshed their food allergen and health and safety training.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted. We are satisfied with the action taken.

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](#).