

Complaint about childcare provision

Ref: 2707966/5391188

Date: 21 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 8 February 2023 and 6 March 2023, the provider notified us of two incidents at the nursery. These notifications mean that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant incident.

On 13 March 2023 we carried out a regulatory telephone call. We found that the provider had correctly followed their safeguarding procedures following an incident regarding staff conduct. We also found that the provider had already taken appropriate action to ensure children's well-being. The provider will be able to give parents further information about this.

We also found that an incident occurred where a child with a known allergy was given food, they were allergic to. However, the provider took immediate action to ensure this does not happen again. The provider has revised their procedures when serving food to children with special dietary requirements, and staff have undergone refresher training about these procedures. 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](#).