

## **Complaint about childcare provision**

Ref: 2597789/5408613

Date: 6 April 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](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 22 March 2023, we received concerns that the provider was not meeting some of these requirements. The provider also made a notification to Ofsted on 22 March 2023. The notification means that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of information concerning their provision. The notification set out that, on one occasion, staff had not followed established setting procedures to manage children's dietary needs.

On 6 April 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements at the time of the incident but had taken action to put this right. They have provided retraining to staff to ensure that they all understand and can follow setting policies in relation to the management of any dietary requirements.

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](#).