

Complaint about childcare provision

Ref: EY251317/5418716

Date: 17 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 17 April 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 02 May 2023:

- Ensure staff are aware of children's allergies and dietary requirements when serving food, including following the settings procedures for recording what children have eaten.

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

On 25 April 2023, the provider responded to the action set. We found that the provider had taken steps to ensure all staff have undertaken additional training on the awareness of children's allergies and dietary requirements when serving food. Robust procedures have been put in place for recording what children have eaten.

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](#).