

Complaint about childcare provision

Ref: 2618070/5481983

Date: 11 July 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 4 July 2023, we received concerns that the provider was not meeting some of these requirements. On 10 and 11 July 2023, we carried out a regulatory telephone call. We found that the provider had failed to notify Ofsted of significant events, which is a requirement of their registration. In addition, we found the provider was not meeting some of the requirements and had taken action to put this right.

The provider has completed an internal investigation into an incident that occurred on 10 March 2023. Going forward, all staff have completed refresher in-house training on the risk assessment process implemented at mealtimes. In addition, procedures are in place to ensure staff understand and adhere to the risk assessment procedures for food safety and allergy awareness.

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](#).