

Complaint about childcare provision

Ref: 2505402/5491684

Date: 27 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 18 July 2023, we received concerns that the provider was not meeting some of these requirements. On 25 July 2023, we made a regulatory telephone call to the provider and found the provider was not meeting some of these requirements and had taken action to put this right. The provider has reviewed all procedures to ensure children with any special dietary requirements, preferences and food allergies are served the correct food. This includes reinforcing procedures with the nursery cook and staff. Additionally, steps have been taken to ensure children are cared for in a sufficiently heated environment. Procedures were reviewed and a new heating and air condition system has been installed. 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](#).