

## **Complaint about childcare provision**

Ref: 511373/5530090

Date: 22 September 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 8 and 15 September 2023, we received concerns that the provider was not meeting some of these requirements. The concerns related to a child's dietary needs not being met appropriately and the setting not providing inclusive care.

On 18 September 2023, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements and had taken action to put this right. Staff have attended training in the management of food allergies. New procedures have been implemented to ensure all food provision is agreed with parents to ensure the dietary preferences for their children are met.

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](#).