

Complaint about childcare provision

Ref: EY481058/5526188

Date: 4 October 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 September 2023 we received information concerns that this provider was not meeting some of these requirements. We carried out regulatory telephone calls on 19 September 2023 and 26 September 2023. The provider told us that an incident had taken place where staff had failed to follow established procedures for the safe management of children's allergies. The provider took swift and effective action to retrain staff, and to reinforce the steps taken throughout the nursery to maintain the safety of children with allergies. They have increased the number of points at which senior staff check food provided to children, to ensure that all children only receive food that is intended for them. However, the provider did not notify Ofsted of this significant incident within the required timescales.

We are satisfied with the action taken by the provider to address the incident. 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](#).