

## **Complaint about childcare provision**

Ref: EY359944/5540386

Date: 10 November 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 20 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 13 October 2023, we carried out a regulatory visit. We found the provider was not meeting one 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.

Action needed by 27 October 2023:

- ensure that all staff who handle food complete food hygiene training.

On 24 October 2023 we have received the response from the provider. They have ensured that all staff who handle food have now completed food hygiene training.

We are satisfied the provider has met the action 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](#).