

Complaint about childcare provision

Ref: 2520106/5582897

Date: 24 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 7 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 23 November 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 8 December 2023

- ensure that the area and equipment used for preparation or reheating of food is clean and hygienic
- ensure parents are provided with suitable information on providing healthy, balanced and nutritious food and drinks for their children
- ensure that a written record of complaints is maintained and is available to Ofsted on request
- ensure that all smoke detectors are in good working order.

On 8 December 2023, the provider responded to the actions set. We found that the provider has taken action to ensure food preparation areas are clean and hygienic. They have provided information to parents on healthy eating. In addition, they have ensured the complaints record is now maintained and that all smoke detectors are working.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).