

## **Complaint about childcare provision**

Ref: 2548188/5650353

Date: 13 February 2024

### **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](https://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 2 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 12 February 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. All staff have undertaken allergy training to refresh and enhance their knowledge of allergies and meeting children's needs. Details of children's allergies and dietary requirements are displayed in all childcare rooms and the kitchen. The cook now more thoroughly reviews the ingredients within all foods being made, especially when children are known to have dietary requirements and allergies. Staff have been made aware to question and re-check ingredients of any foods they believe do not meet children's needs prior to giving them to the children. Staff confirm their knowledge of the updated procedures and the completion of training.

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](#).