

## **Complaint about childcare provision**

Ref: 205403/5665432

Date: 29 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](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 22 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 27 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. A child had unfortunately been given something to eat which they were allergic to. The provider took swift and prompt action to ensure medically trained practitioners administered first aid. Since the incident all the procedures for monitoring dietary requirements and allergy requirements have been robustly updated and all staff have received training. The provider also completed a full investigation and has updated risk assessments. We are satisfied with the action taken to minimise a similar occurrence happening again.

However, at the visit we found that the organisation at mealtimes, in some of the rooms, did not meet children's individual needs. Children were sat for prolonged periods, and some became upset and fractious. The provider will be able to give parents further information about the concerns, and what we found on the day.

We have issued an actions for the provider to take by 8 March 2024:

- ensure the organisation at mealtimes meets all children's individual needs.

We received a satisfactory response to the action and it is successfully completed. 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](#).