

Complaint about childcare provision

Ref: EY315827/5781165

Date: 29 July 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 15 July 2024, we received concerns that the provider was not meeting some of these requirements. This was in relation to an incident where a child's dietary needs were not met.

On 29 July 2024, we carried out a regulatory telephone call and we found the provider was not meeting some of the requirements and had taken action to put this right. The provider has added additional checks to their procedures to ensure children's dietary needs are met in future. In addition, leaders and managers have ensured staff have completed refresher training regarding the settings policies and procedures. 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](#).