

## **Complaint about childcare provision**

Ref: EY496412/5740154

Date: 17 September 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 24 May 2024, the provider notified us they had not met a Health Requirement of the early years foundation stage. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of an incident within 14 days of the event.

On 13 September 2024, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements and had taken action to put this right. The provider took steps to update their policy and procedures with regards to food and drink, and staff were given further training on this. This has improved safety for children.

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](#).