

Complaint about childcare provision

Ref: EY442174/5852040

Date: 3 February 2025

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 14 October 2024, we received concerns that the provider was not meeting requirements relating to health, safety and suitability of premises, environment and equipment, information and record keeping.

On 10 January 2025, we carried out a regulatory telephone call. On 28 January 2025, we carried out a review of the provider's internal investigations into concerns. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider is carrying out more stringent checks for products accessed by children in the nursery including messy play resources. This helps to ensure that children are not exposed to products that may contain allergens that they are allergic to. In addition, there are now more robust procedures in place to manage snack times for children with allergies. This is because children are now always sitting at a table with adults. This helps to ensure staff have more controls over the provision of food. Previously children would at times eat snacks in different locations including outside.

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](#).