

Complaint about childcare provision

Ref: EY557659/5805479

Date: 29 August 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 August 2024, we received concerns that the provider was not meeting one of these requirements. On 22 August 2024, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements. This related to an incident whereby a child had been able to purchase a product from the tuck shop that may have contained a known regulated allergen because it was prepared in a factory where this allergen was present. The provider has completed an investigation into the incident and taken immediate action to ensure that a similar incident does not happen again. This includes updating the risk assessment for the tuck shop, displaying information for staff next to all products where they may contain a known allergen because it was prepared in a factory where this allergen was present, and seeking written parental permission before such products are sold to children with the relevant allergy. Ofsted are satisfied with the action taken. 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](#).