

Complaint about childcare provision

Ref: EY330442/5987676

Date: 6 May 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 17 March 2025, the provider notified us about matters relating to food and drink. On 19 March 2025, we received concerns that the provider was not meeting requirements relating to the same requirement.

On 6 May 2025, 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 has updated their policies and procedures relating to children's dietary requirements. In addition, the provider has supported staff to undertake new training opportunities to further their knowledge of allergies and dietary needs.

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](#).