

Complaint about childcare provision

Ref: 2577092/5872564

Date: 12 November 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 7 November 2024, we received concerns that the provider was not meeting requirements relating to staff:child ratios, health, safety and suitability of premises, environment and equipment, and information and record keeping.

On 12 November 2024, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 26 November 2024:

- ensure that any information from parents and carers about a child's dietary needs, is effectively acted on so that children's safety and good health is assured.

On 25 November 2024, the provider responded to the action set. We found that the provider had strengthened their arrangements for ensuring children's dietary needs are met. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).