

Complaint about childcare provision

Ref: 207443/6016416

Date: 2 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 April 2025, we received concerns that the provider was not meeting requirements relating to risk assessment, food and drink and information and record keeping.

On 2 May 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. Actions needed by 16 May 2025:

- improve how information is obtained about children's specific dietary requirements, food allergies and ensure this information is acted on

- improve how records are maintained to ensure the needs of all children are met.

On 14 May 2025, the provider responded to the actions set. We found that the provider had improved how they gather information from parents to ensure they have clear details about children's specific dietary requirements and any food allergies they need to act on. The provider has improved how they keep records and information from parents to ensure children's individual 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](#).