

Complaint about childcare provision

Ref: 2501828/6144544

Date: 14 October 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-foundationstage-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 September 2025, we received concerns that the provider was not meeting requirements relating to safer eating, accidents or injury, risk assessments, information and record keeping and information about children.

On 30 September 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

On 14 October 2025, we visited the provider and found they had responded to the actions set. We found that the provider had made extensive changes to their policies and procedures, information gathered from parents, monitoring of children who have food allergies and intolerances and their recording of complaints. Staff have had detailed training and support for managing mealtimes and this is being overseen by the nursery manager. The provider has increased their awareness of what information must be notified to Ofsted. The information gathered suggests that the provider is now meeting the requirements of their registration. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

Actions needed by 13 October 2025:

- gain sufficiently informative detail from parents about children's food allergies and intolerances to develop action plans for managing these effectively

- take rapid and effective action to ensure that children do not consume foods to which they are intolerant or allergic to

- improve oversight and supervision of staff to ensure that staff practice is effective in safeguarding children and meeting their needs at all times, especially during mealtimes
- ensure that there are full and accurate records of complaints, including how investigations demonstrate the provider is fulfilling Early years foundation stage requirements
- improve knowledge of what information must be notified to Ofsted and ensure that notification is made within 14 days as required

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](#).