

Complaint about childcare provision

Ref: 2551042/5802523

Date: 20 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-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 12 August 2024, we received concerns that the provider was not meeting some of these requirements.

On 20 August 2024, we carried out a regulatory visit. 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 3 September 2024:

- ensure all staff involved in preparing and handling food are trained in food hygiene
- ensure food provided to children is healthy and nutritious, without reliance on processed products
- address any areas of damp within the premises.

The provider responded appropriately to the actions issued. Staff responsible for the preparation of food undertook food hygiene training. In addition, menus were revisited to reduce the serving of processed foods. The provider took steps to address damp and mould in the premises.

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](#).