

Complaint about childcare provision

Ref: 309646/5865506

Date: 28 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 28 October 2024, we received concerns that the provider was not meeting requirements relating to health and information and record keeping.

On 28 November 2024, 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 had reviewed their policies and procedures for recording and acting upon children's dietary requirements to ensure these are followed at all times. Also, all information is now discussed with parents to ensure all the required detail is recorded. Additionally, we found the provider was clear on the information they needed to gain from parents to make certain they have all the required information about a child to safeguard the child's welfare.

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](#).