

Complaint about childcare provision

Ref: EY384325/6181809

Date: 24 November 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 15 October 2025, we received concerns that the provider was not meeting requirements relating to health, specifically safer eating.

On 24 November 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. There had been a failure in communication and understanding of introducing an allergen in line with a care plan. This resulted in a child being given food they were allergic to. The provider has taken action to retrain all staff in allergy awareness. A dual checking system has been implemented, whereby food is checked by the cook and a senior member of staff. Further reviews of policies and procedures have also taken place. This is to ensure a similar incident does not happen again. 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](#).