

Complaint about childcare provision

EY448935/C233148

Date: 20/01/2015

Summary of complaint

On 14 November 2014 we received a complaint that raised concerns about the food provided at the nursery and how they supervise children.

We needed to look into these concerns to see whether the setting was meeting The Statutory framework for the early years foundation stage, in particular the safeguarding and welfare requirements relating to staff deployment; child supervision and food and drink.

We carried out an unannounced visit to the setting on 25 November 2014. We found that staff were well deployed and there were satisfactory arrangements in place to supervise children.

We found that although the provider offers a suitable range of food and drink for children attending, staff had not completed the required training for handling food.

Following our investigation, we issued a notice to improve that asks the provider to ensure that all staff involved in preparing and handling food receive training in food hygiene:

The provider wrote to Ofsted to confirm that staff have completed food hygiene training .

The provider remains 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)