

Complaint about childcare provision

EY298156/C349576

Date: 06/07/2018

Summary of complaint

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.

We received a notification from the provider that there had been a significant incident at the setting. We also received information that raised concerns that the provider was not meeting some of these requirements.

We carried out an unannounced visit on 22 June 2018. We found that there had been a significant incident where a child had been given a food type that staff knew he was allergic to. The child suffered an allergic reaction and while the parents were contacted, they were not provided with clear information about what had happened or detail of the food that had been given to the child.

We found that the provider is carrying out an internal investigation into the matter but had immediately taken action to ensure that this error did not happen again in the interim.

The provider will be able to give further information.

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

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted