

## **Complaint about childcare provision**

107023/ C150992

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### **Summary of complaint**

On 15 June 2011, we received a complaint that raised concerns that a child was served food that did not meet their dietary requirements. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirement Safeguarding and promoting children's welfare, Suitable People and Organisation. In particular, these include a requirement that states

- Providers must have effective systems to ensure that the individual needs of all children are met.
- Adults looking after children must have appropriate qualifications, training, skills and knowledge.
- The provider must promote the good health of the children, take necessary steps to prevent the spread of infection, and take appropriate action when they are ill.

We do not investigate to prove or disprove a complaint but we check to see if the childcare provider is meeting all legal requirements. We made the provider aware of our concerns and asked them to look into matters contained in the information and to provide us with a response on the action they took so that they continue to meet the requirements of registration.

We found that the provider had effective systems in place to ensure that the food served to children met individual dietary requirements, however on this occasion the correct food had not been ordered for a child.

We are satisfied that the provider took prompt and appropriate action to ensure they continue to meet the requirements for registration and reminded all staff of the importance of food awareness (The Early Years Foundations Stage General Requirements Safeguarding and promoting children's welfare,

Suitable People and Organisation). As a result, we decided it was not necessary for us to carry out a visit or take further action.

### **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)