

Complaint about childcare provision

EY286593/ C159772

Date Published: 20/12/2011

Summary of complaint

On 9 December 2011, we received a complaint that raised concerns how children's individual dietary needs are met and about food hygiene. We investigated this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare'; in particular, the requirement that states that where children are provided with meals, snacks and drinks, these must be healthy, balanced and nutritious. Those responsible for the preparation and handling of food must be competent to do so.

We do not investigate to prove or disprove a complaint but we use the information to check if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found that there were adequate procedures in place to ensure that children's individual dietary needs are met. However the procedures were not always followed by staff when parents identified particular dietary requirements.

The provider took action to meet with the requirements of registration by identifying that staff and parents needed to have a sufficient understanding of the procedures to be followed should a child have an individual dietary requirement and this has been reinforced with staff.

We are satisfied with the action taken by the provider and that no further action is required. 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)