

Complaint about childcare provision

Ref: 2523856/5996764

Date: 4 April 2025

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage (EYFS). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 28th March 2025, we received concerns that this provider was not meeting requirements relating to 3.35 staff:child ratios, 3.76 Risk assessment, 3.30 Paediatric first aid, 3.82 Information for parents, 3.62 Accident or injury, 3.34 Key person, 3.7 Concerns about children's safety and welfare.

On 4th April 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. Although the provider had failed to notify Ofsted of a significant event, the provider has taken steps to review risk assessment procedures and a shelving unit has been removed from an area of the setting accessible to young children.

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](#).