

Complaint about childcare provision

Ref: 2668767/6058713

Date: 9 June 2025

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 4 June 2025, we received concerns that this provider was not meeting some of these requirements. On 9 June 2025, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. Following this visit, we have issued actions for the provider to take. We will monitor the provider's response to ensure the actions are successfully completed.

■ Actions needed by 16 June 2025:

keep an accurate daily record of the names of the children being cared for on the premises, and their hours of attendance.

On 17 June 2025, the provider responded to the action set. We found that the provider has taken steps to ensure children's attendance in the setting is recorded accurately. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).