

Complaint about childcare provision

Ref: 2695895/6100791

Date: 9 September 2025

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at <http://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.

On 3 July 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment.

On 9 September 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 26 September 2025:

- ensure that all areas of the premises are assessed for potential risks to children's health and well-being and take action to minimise these risks

On 22 September 2025, the provider responded to the action set. We found that the provider has completed risk assessments to identify and help to minimise the risk to children's health and well-being. In line with these new risk assessment procedures, specific areas of the premises are no longer accessed. 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](#).

