

Complaint about childcare provision

Ref: 2719005/6137835

Date: 20 October 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 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 29 August 2025, we received concerns that the provider was not meeting requirements relating to accident or injury and complaints.

On 17 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. This included strengthening staff knowledge on the policy and procedures to follow when children have accidents. This ensures that children are adequately supported when injured and parents are notified in a timely way.

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](#).