

Complaint about childcare provision

Ref: 2720209/6112832

Date: 29 August 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 July 2025, we received concerns that the provider was not meeting requirements relating to Qualifications, training, support and skills, Health, Supporting and understanding children's behaviour and Information and record keeping.

On 27 August 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements relating to Organising premises for confidentiality and safeguarding and Training and skills, and had taken action to put this right. The provider did not ensure that staff only discussed confidential information at an inappropriate time and location. The provider has trained staff to ensure that they understand their roles and responsibilities when sharing information with parents and to use the dedicated areas for sensitive discussions.

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](#).