

Complaint about childcare provision

Ref: 2791003/6160363

Date: 7 November 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 26 August 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment and health.

On 4 November 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to meet one of the requirements. They had reviewed and improved the arrangements for the safe management of medication to support children's health and safety. However, the provider did not have appropriate arrangements in place for recording accidents and therefore we have issued an action for the provider to take.

Action needed by 12 November 2025:

- keep a written record of all accidents, injuries and first-aid treatment given to children and share this information with parents

On 11 November 2025, the provider responded to the action set. We found that the provider had developed their systems for recording accidents and maintaining required information. We are satisfied the provider has met the safeguarding and welfare action 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.