

Complaint about childcare provision

Ref: EY246643/6068642

Date: 10 July 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 13 June 2025, we received concerns that the provider was not meeting some of these requirements.

On 27 June 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 4 July 2025: (include bullet points as shown in the example below)

- keep a written record of accidents or injuries and first aid treatment.

On 4 July 2025, the provider responded to the action set. We found that the provider had improved their knowledge of recording accidents and now keeps a record of accidents as required.

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](#).