

Complaint about childcare provision

Ref: EY273972/6063055

Date: 9 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 6 June 2025, we received concerns that the provider was not meeting requirements relating to suitable people, safety and suitability of premises, environment and equipment and information and record keeping.

On 8 July 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. In addition, we found that the provider has failed to notify us of matters relating to changes that must be notified to Ofsted. We have issued actions for the provider to take. Actions needed by 8 August 2025:

- ensure that you do not use vapes or e-cigarettes in the presence of minded children
- maintain an accurate register of the names and times of arrival and departure of the children being cared for
- ensure that you keep a written record of any accidents or injuries that occur when children are in your care
- inform parents promptly of any injury to a child that may require them to seek additional medical support
- ensure that children are not left in the care of other adults whose suitability has not been checked by Ofsted
- provide suitable hygienic changing facilities for changing any children who wear nappies.

Prior to receiving a response to the actions the provider resigned their registration with Ofsted. The provider is no longer 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](#).