

Complaint about childcare provision

Ref: EY279320/6097199

Date: 18 September 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 5 August 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare.

On 12 September 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 26 September 2025 to:

ensure facilities for changing children are hygienic and suitable for their purpose

ensure equipment used to transport food is clean and suitable for its purpose

ensure staff responsible for preparing and handing food understand their responsibilities regarding food hygiene.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 1 October 2025, the provider responded to the actions set. The provider has taken steps to improve aspects of hygiene and cleanliness across the nursery. Additionally, staff have been reminded of the importance of food hygiene and how to store food correctly. 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](#).