

Complaint about childcare provision

Ref: EY281807/6219271

Date: 10 December 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 19 November 2025, the provider notified us about matters relating to Health in regard to risk assessments. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of serious incident.

On 10 December 2025, we carried out a regulatory telephone call. We found the provider was not meeting a requirement and had taken action to put this right. This includes reviewing risk assessments and providing staff training. This will help to ensure children are not exposed to risks.

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](#).