

Complaint about childcare provision

Ref: EY294365/6072754

Date: 19 August 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 16 June 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, suitable people and supporting and understanding children's behaviour.

On 6 August 2025, we carried out a regulatory telephone call. We found the provider had failed to notify Ofsted of a significant matter within the required timeframe of 14 days.

Additionally, we found the provider was not meeting some of the requirements and had taken action to put this right. The provider had revisited and improved the setting's procedures in relation to accidents or injuries and ensured staff are trained to follow the correct processes for recording and reporting these.

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](#).