

Complaint about childcare provision

Ref: EY309169/6107860

Date: 14 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 17 January 2022 we received concerns about the provider. In addition, we received notifications from the provider on 17 August 2023, 6 October 2023, 7 December 2023 and 11 May 2025, all relating to the safeguarding and welfare requirements. 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 significant events.

On 6 August 2025, we carried out a regulatory visit. The focus of the visit was to check whether the provider was meeting the safeguarding and welfare requirements. We found the provider was not meeting some of the requirements. The provider failed to notify Ofsted of a change to the person who is managing the early years provision. Failure to notify Ofsted of a change of manager within 14 days, without reasonable excuse, is an offence. We are satisfied that the provider now understands this requirement and will ensure that in future, this is met should a further change occur. We also found that the provider had taken action to ensure that risk assessments are fully effective and potential hazards to children are minimised to keep children safe.

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](#).