

Complaint about childcare provision

Ref: EY310660/6030592

Date: 15 May 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 2 May 2025, the provider notified us about an incident relating to the Safety and suitability of premises, environment and equipment. 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 a significant event.

On 6 May 2025, we received concerns that the provider was not meeting requirements relating to the Safety and suitability of premises, environment and equipment and Health.

On 15 May 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had failed to implement robust risk assessment regarding the control of substances hazardous health (COSHH). In addition, the provider had not ensured that parents were provided with accurate information. Staff have received further training and support to improve risk assessment and COSHH procedures are now robust. The provider has supported staff to ensure that accurate information is exchanged with parents.

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](#).