

Complaint about childcare provision

Ref: EY319331/6074494

Date: 23 July 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 June 2025 and 30 June 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, staff:child ratios, health, safety and suitability of premises, environment and equipment.

On 18 July 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We found they had taken some action to put this right by improving risk assessments for the outdoor area and providing staff with additional training regarding food handling. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 1 August 2025:

- ensure the correct local safeguarding partnership procedures are followed and Ofsted are notified, regarding allegations about staff
- improve knowledge and understanding of notifications to Ofsted and child protection agencies of serious accidents or injuries, to ensure they are notified of any serious accident or injury to any child while in your care.

On 24 July 2025, the provider responded to the actions set. We found that the provider has revised their safeguarding policies and improved their knowledge and understanding of child protection procedures. In addition, they have improved accident and injury recording procedures, inline with their safeguarding procedures. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).