

Complaint about childcare provision

Ref: EY331228/6151618

Date: 19 September 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 15 September 2025, we received concerns that the provider was not meeting requirements relating to risk assessment, accidents and injuries. On 15 September 2025, the provider notified us about matters relating to the same 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 incidents.

On 16 September 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We found the provider had taken some action to put this right. They have completed a thorough risk assessment of all resources and completed training with staff. However, we have also issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 7 October 2025:

- ensure staffing arrangements meet the needs of all children and ensure their safety.

On 22 October 2025, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of child protection procedures. Leaders have reviewed their procedures for staff absences and altered their rotas. 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.