

Complaint about childcare provision

Ref: EY367858/6027097

Date: 13 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 30 April 2025, we received concerns that the provider was not meeting EYFS requirements relating to 'supporting and understanding children's behaviour' and 'food and drink facilities'.

On 13 May 2025 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take.

The provider will be able to give parents further information about this.

Action needed by 20 May 2025:

ensure all staff involved in preparing and handling food receive training in food hygiene to make sure children are kept safe.

On 16 May 2025 the provider responded to the action set. The staff have undertaken training in food hygiene to ensure they prepare food safely for children. We are satisfied the provider has met the action 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](#).