

Complaint about childcare provision

Ref: EY368630/5999181

Date: 21 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 31 March 2025, we received concerns that the provider was not meeting requirements relating to information and record keeping.

On 28 April and the 7 May 2025 , we carried out 2 regulatory telephone calls with the provider. We found the provider was not meeting some of the requirements. We have issued an actions letter detailing actions for the provider to take. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 30 May 2025:

- ensure that information about children is consistently obtained, recorded and shared with those working with children to enable the individual needs of children to be met;
- ensure that policies and procedures for administering medication are implemented and that accurate written records are made.

The provider has taken the required action and is now meeting the requirements. 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](#).

