

## **Complaint about childcare provision**

Ref: EY381322/6175778

Date: 17 October 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](http://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 10 September 2025, we received concerns that the provider was not meeting requirements relating to safety of premises and risk assessment.

On 15 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. 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.

Action needed by 12 November 2025:

- ensure the premises are safe, suitable for purpose and organised in a way that meets the needs of children
- take all reasonable steps to ensure that staff and children are not exposed to risks in the environment.

On 19 November 2025, the provider responded to the welfare requirements notice served. We found that the provider had improved the premises and made sure that it meets the needs of children. The provider had improved the risk assessment and put procedures in place to ensure children are not exposed to risks. We are satisfied the provider has complied with the welfare requirements notice served.

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](#).