

Complaint about childcare provision

Ref: EY394335/6047828

Date: 24 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 21 May 2025 and 22 July 2025, the provider notified us about matters relating to safety and suitability of premises, environment and equipment, staff-to-child ratios and qualifications, training, support and skills. 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 a significant event.

On 22 September 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued an action for the provider to take.

On 1 October 2025 September, the provider responded to the action set. We found that the provider had improved the induction procedures for staff and students to improve their knowledge and understanding of child protection procedures. We are satisfied the provider has met the safeguarding and welfare 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](#).