

Complaint about childcare provision

Ref: EY399439/6113143

Date: 8 August 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 1 August 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios, suitable people, information and record keeping, paediatric first aid, safeguarding policies & procedures, concerns about children's safety and welfare, sleeping arrangements, baby room, toilets and intimate hygiene, information about the child, qualifications, training, support & skills.

On 6 August 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. Additionally, we found that the provider had failed to notify Ofsted of a change of directors who make up the registered company, which is a requirement of their registration.

Actions needed by 8 August 2025:

ensure safeguarding policies and procedures are followed in the event of an allegation against a member of staff

ensure records are completed for all accidents to children and share these with parents on the same day or as soon as it is reasonably practicable to do so.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 6 August 2025, the provider responded to the actions set. We found that the provider had followed the safeguarding policy and procedure and notified the Local Authority Designated Officer (LADO) of two incidents that occurred in the nursery. The provider has made sure that records are completed for all accidents to children and that these are shared with parents. Ofsted are aware of directors who make up the registered company.

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](#).