

Complaint about childcare provision

Ref: EY411434/5968757

Date: 26 March 2025

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage (EYFS). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 26 February 2025, we received concerns that this provider was not meeting a number of these requirements. On 12 March 2025 we carried out a regulatory telephone call with the provider. We found that the provider was aware of the concern that a child had sustained a minor injury at sleep time, which had not been witnessed by staff. The provider investigated the concern and has taken appropriate action to put things right. Working practices and risk assessments have been reinforced with staff and additional monitoring systems put in place to ensure the risk of a repeat incident is minimised.

The provider will be able to give parents further information about this. 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](#).