

## **Complaint about childcare provision**

Ref: EY423146/5990628

Date: 25 April 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 March 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedure, training, support and skills, and health.

On 24 April 2025, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of significant events, which is a requirement of their registration. 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](#).