

Complaint about childcare provision

Ref: EY440542/6034968

Date: 9 July 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 25 June and 2 July 2025, we received information that the provider, was not meeting requirements relating to safeguarding policies and procedures, suitable people, safeguarding training, training and skills and staff: child ratios.

On the 3 July 2025 we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. They have reviewed their recruitment procedures and have made the decision not to employ staff until they have had a suitable Disclosure and barring service check to help assess whether they are suitable to care for children.

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](#).

