

Complaint about childcare provision

Ref: EY449802/5910169

Date: 14 February 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 17 December 2024 the provider notified us of an incident. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event. On 3 December 2025 and 9 January 2025, we received concerns that this provider was not meeting some of these requirements. On 11 February 2025, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an actions letter. This requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 25 February 2025:

- ensure that staff understand and implement the procedures for risk assessment to promote children's safety.

On 25 February 2025 the provider responded to the action set. We found that the provider had improved staff knowledge and understanding of risk assessment procedures and ensured this was embedded. 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](#).