

Complaint about childcare provision

Ref: EY478773/6180345

Date: 5 December 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 13 October 2025, we received concerns that the provider was not meeting requirements relating to information and record keeping.

On 26 November and 4 December, we carried out regulatory telephone calls. We found the provider was not meeting one of the requirements and had taken action to put this right. The provider is aware that on this occasion, documents were electronically stored which is not in line with the provider or Local Safeguarding Children Board's policies and procedures. The provider has ensured the leaders are now aware of and following the policies and procedures. Leaders have revisited safeguarding training and are due to complete Local Authority training at the next possible opportunity.

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](#).