

Complaint about childcare provision

Ref: EY480405/6072029

Date: 28 August 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 <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 17 June 2025, the provider notified us about matters relating to safety and suitability of premises, environment and equipment. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 2 July 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment and information and record keeping.

On 31 July and 1 August 2025, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 19 August 2025:

- ensure the risk assessment identifies and manages risks to children, and that staff understand and fulfil their responsibilities in identifying and managing these risks.

On 12 August 2025, the provider responded to the action set. We found that the provider had fully reviewed the procedures for risk assessment across the setting. This ensures that risk assessment effectively identifies and manages risks to children and staff. Training has also been introduced for staff to understand and fulfil their responsibilities in identifying and managing these risks. We are satisfied the provider has met the action raised. 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](#).