

Complaint about childcare provision

Ref: EY485333/6031801

Date: 9 June 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 2 May 2025, we received concerns that the provider was not meeting requirements relating to staff to child ratios; qualifications, training, support and skills; safety and suitability of premises; environment and equipment; and information and record keeping. On 9 June 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 13 March 2025:

- keep a daily record of the names of the children being cared for on the premises and their hours of attendance.

On 11 June 2025, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of child protection procedures. The information gathered suggests that the provider is now meeting the requirements of their registration. We are satisfied the provider has met the safeguarding and welfare actions 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](#).