

Complaint about childcare provision

Ref: EY537235/6086350

Date: 24 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 24 June 2025, we received concerns that the provider was not meeting requirements relating to information and record keeping, and complaints.

On 16, 21 and 22 July 2025 we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take:

The provider will be able to give parents further information about this.

Actions needed by 12 September 2025:

improve systems regarding the sharing of confidential information

implement the written procedure for complaints, ensuring they are fully investigated and outcomes shared with complainants.

On 10 September 2025, the provider responded to the actions set. The provider has made improvements to their information systems to include details about parental responsibility. They have also made changes to their complaints policy and procedures.

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](#).