

Complaint about childcare provision

Ref: 2715178/6090516

Date: 9 September 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 26 June 2025, we received concerns that the provider was not meeting requirements relating to child health.

On 2 September 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has increased management and staff vigilance and improved risk assessments of snack and meal times. They have introduced a range of new measures to ensure the management of children's dietary needs is robust. This helps to keep children safe and minimise the risk at mealtimes for children with intolerances and allergies when they eat.

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](#).