

Complaint about childcare provision

Ref: EY486890/5987000

Date: 25 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 18 March 2025, we received concerns that the provider was not meeting requirements relating to suitable people and qualifications, training, support and skills.

On 3 June 2025, we conducted an interview with the provider, followed by a regulatory telephone call on 15 July 2025. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has strengthened their procedures for checking staff suitability, including identity verification and tracking these systems. They have processes to ensure that all staff, including those working across multiple sites, have the necessary information to help fulfil their roles and responsibilities. Additionally, the provider has delivered safeguarding training to ensure that all staff, including leaders, take prompt and appropriate action when concerns about poor practice or safeguarding issues arise.

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](#).