

Complaint about childcare provision

Ref: EY469243/6079561

Date: 20 October 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 25 June and 8 August 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, safeguarding training, accident or injury, safety of premises, staff: child ratios, organising premises for confidentiality and safeguarding, risk assessment and complaints.

On 14 October 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 28 October 2025

- take all reasonable steps to prevent unauthorised persons entering the premises.

On 6 November 2025, the provider responded to the action set. We found that the provider has implemented further safety and security procedures, and updated their risk assessments, to ensure that unknown persons are not able to gain access to the premises. Additionally, the provider has reminded parents of the entrance procedures, to be sure this is managed safely. The provider ensures that there is always someone in the office who can monitor the safe use of the door. We are satisfied the provider has met the safeguarding and welfare 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](#).