

Complaint about childcare provision

Ref: EY561767/6053900

Date: 13 August 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 21 May 2025, we received concerns that the provider was not meeting requirements relating to key person, health, staff:child ratios, Information and record keeping and safeguarding policies and procedures.

On 29 May 2025, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, qualifications, training, support and skills, and health.

On 30 July 2025, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Qualifications, training, support and skills, Staff:child ratios, key person, and safety and suitability of premises, environment and equipment.

On 8 August 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 implemented new procedures around food time to ensure that children with known allergies are given the correct foods. This ensures that children are kept safe at mealtimes.

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](#).