

Complaint about childcare provision

Ref: EY485672/6136515

Date: 10 September 2025

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 28 August 2025, we received concerns that this provider was not meeting some of these requirements. On 10 September 2025, we carried out an unannounced regulatory visit. We found that the provider was not meeting the requirements in regard to EYFS 3.41 Key person. However, the provider had taken action to put this right. Staff have had further training in partnerships with parents to ensure the information they provide to parents is complete and up to date. Parents are now provided with more information during handovers about care routines for children and a summary of children's activities. 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](#).