

Complaint about childcare provision

Ref: EY458831/5988703

Date: 7 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 20 March 2025 and 12 May 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment.

On 3 July 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 25 July 2025:

- take all reasonable steps to prevent unauthorised persons entering the premises, including the rooms occupied by children
- ensure children are adequately supervised and that staffing arrangements ensure children's safety.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).