

Complaint about childcare provision

Ref: EY551206/6078332

Date: 9 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 24 June 2025, we received concerns that the provider was not meeting requirements relating to staff:child ratios and information and record keeping.

On 2 and 3 July 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 reviewed the procedures for completing head counts when children transition for one area to another, the gates to rooms are now kept closed to limit the areas children have free access to. Staff have completed training to strengthen their understanding to ensure children are always supervised. The provider will be able to give parents further information about this.

During the call, we found that the provider had failed to notify Ofsted of two significant events, which is a requirement of their registration. 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](#).