

Complaint about childcare provision

Ref: EY410991/6065608

Date: 24 June 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 10 June 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment. On 10 June 2025, the provider also notified us of this concern. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant incident.

On 23 June 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. The provider is still registered with Ofsted.

Actions needed by 01 July 2025:

- ensure that local child protection agencies are notified of any serious accident or injury to a child, and take action to address any advice given from those agencies
- improve the recording of children's accidents so that parents are provided with precise details of how an accident occurred and the first aid treatment given.

We are satisfied with the action taken by the provider. The provider remains 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](#).

