

Complaint about childcare provision

Ref: EY499219/5948996

Date: 27 May 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 7 March 2025, we received concerns that the provider was not meeting requirements relating to medicines, paediatric first aid, staff: child ratios, information about the child and information for parents and carers, changes that must be notified to Ofsted.

We suspended the provider's registration on 7 March 2025 because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 12 March 2025, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of a serious incident and an allegation about a number of staff in the setting but have taken action to put this right. For example, they have reviewed safeguarding policies and procedures to ensure that should notifications need to be made to Ofsted and the local authority designated officer, that these are done swiftly and appropriately to support the safety and welfare of children. Furthermore, the provider has ensured that all staff have completed safeguarding training to be sure they are fully aware of their responsibilities regarding the safety and welfare of children. The provider has also ensured that staff are fully aware of action to take should they believe that a child may ingested something that may cause them harm.

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](#).