

Complaint about childcare provision

Ref: 2678440/6085610

Date: 11 September 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 1 July 2025, 11 July 2025, 13 August 2025 and 1 September 2025 we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, health, qualifications, training, support and skills, key person, supporting and understanding children's behaviour, suitable people, information and record keeping, staff-to-child ratios and safety and suitability of premises, environment and equipment. On 14 July 2025, the provider also notified us about matters relating to safety and suitability of premises, environment and equipment. 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 significant events.

On 4 September 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had already taken action to put this right. The provider had strengthened the setting's medication procedures. In addition, leaders had improved the setting's systems for communication with families to ensure accurate information is shared. Leaders have trained staff in the new procedures and increased the monitoring to ensure these are consistently followed.

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](#).

