

Complaint about childcare provision

Ref: EY501061/6108248

Date: 21 August 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 July 2025, we received concerns that the provider was not meeting some of these requirements.

On 21 August 2025, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements but had taken immediate action to put this right. The provider reviewed and amended their electronic systems for storing and sharing confidential information and records with parents. This means that only those who have a right or professional need to see them, can do so.

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](#).