

Complaint about childcare provision

Ref: EY560729/6133564

Date: 13 October 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 22 August 2025 and 3 October 2025, we received concerns that the provider was not meeting requirements relating to suitable people, paediatric first aid and safer eating.

On 13 October 2025, we carried out a regulatory telephone call. We found the provider was not meeting a requirement. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 20 October 2025:

- ensure the procedures followed to check the suitability of new recruits is consistently implemented.

We will monitor the provider's response to ensure the action is successfully completed. The provider is still registered with Ofsted.

On 20 October 2025, the provider responded to the action set. We found that the provider had taken steps to ensure their recruitment procedures is consistently implemented. We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).

