

Complaint about childcare provision

Ref: EY331741/6005361

Date: 9 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 April 2025, we received historical concerns that the provider was not meeting requirements relating to Safety and suitability of premises, environment and equipment.

On 6 May 2025, we carried out a regulatory telephone call. We found that at the time the provider was not meeting some of the requirements. During the regulatory telephone call we also found that the provider had failed to ensure that Ofsted had details of all new directors so that the required suitability checks can be carried out. 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 13 May 2025:

- ensure that staff thoroughly check children for any injury following an accident or incident, so that appropriate first aid treatment can be provided
- ensure that Ofsted is supplied with details of all new directors of the company so that the required suitability checks can be carried out.

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

