

Complaint about childcare provision

Ref: EY491220/6188841

Date: 5 November 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 October 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment. On 28 October 2025, the provider notified us about matters relating to the same requirements.

On 29 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. They had improved the security of the outside gate to ensure that children cannot leave the premises unsupervised.

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](#).