

Complaint about childcare provision

Ref: EY397684/5923469

Date: 14 April 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 and 24 January 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios, suitable people and health.

On 20 January and 10 February 2025, the provider notified us about matters relating to health, 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 any significant event.

On 11 April 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. Leaders had reviewed their procedures for administering medicines. They have re-trained staff to understand and follow the procedures. This aims to ensure children's medication is recorded, stored and administered appropriately.

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](#).