

Complaint about childcare provision

Ref: EY466476/6122055

Date: 8 September 2025

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 12 August 2025, we received concerns that this provider was not meeting some of these requirements. On 20 August 2025, we carried out an unannounced regulatory. Following this visit, we served the provider with a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

■ Actions needed by 3 September 2025:

ensure that their premises are fit for purpose and suitable for the age of children cared for and the activities provided on the premises, and comply with requirements of health and safety legislation, including hygiene requirements

ensure policies and procedures that are in place to keep children safe, are implemented effectively

do not allow anyone whose suitability has not been checked, including through a criminal records check, to have unsupervised contact with children being cared for

promote the good health of the children they look after, including helping them to understand why good hygiene practices, such as flushing the toilet after use are important.

On 8 September 2025, we completed a second unannounced regulatory visit. We found that the provider had taken action to ensure the premises are fit for purpose. They have reviewed their recruitment policy and the supervision of unchecked adults to ensure they are always supervised. Staff have had additional training so they understand the expectations with regard to health and hygiene.

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](#).