

Complaint about childcare provision

Ref: EY335379/5994619

Date: 13 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 26 March 2025, we received concerns that the provider was not meeting requirements relating to Staff:child ratios, Accident or injury and Risk assessment.

On 16 April 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had already taken action to put this right. The provider had reviewed and updated policies and procedures regarding the supervision of children playing in the outdoor area. They had improved the way staff communicate with each other when in the outdoor play area, and they had reassessed the information that is recorded on accident forms. This means that staff have refreshed their knowledge of the correct procedures to follow, and children are kept safe.

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](#).