

Complaint about childcare provision

Ref: EY336990/5998460

Date: 15 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 31 March 2025, we received concerns that the provider was not meeting requirements.

On 15 April 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements in relation to the security of the premises and had taken prompt action to put this right (Safety and suitability of premises, environment and equipment). They have reviewed their procedures to ensure that all visitors to the setting are always supervised. They have held meetings with staff to ensure that they understand their roles and responsibilities relating to this. The provider now understands their responsibilities regarding notifying Ofsted of significant events. 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](#).