

Complaint about childcare provision

Ref: 2715175/6045878

Date: 3 June 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 20 May 2025, we received concerns that the provider was not meeting requirements relating to changes that must be notified to Ofsted, safety and suitability of premises, environment and equipment, health, key person, qualifications, training, support and skills, concerns about children's safety and welfare, suitable people, staff: child ratios, information and record keeping.

On 29 May 2025, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. Action needed by 27 June 2025:

- ensure that risk assessments are used effectively to identify and address hazards that pose a risk to children and staff.

On 10 June 2025, the provider responded to the action set. We found that the provider had updated risk assessments and had trained staff to understand how to reduce risks in the environment. We are satisfied that the provider has met the safeguarding and welfare action raised. 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](#).

