

## **Complaint about childcare provision**

Ref: EY414936/6183050

Date: 30 October 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](http://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 16 October 2025, we received concerns that the provider was not meeting requirements relating to staff:child ratios, health and whistleblowing.

On 28 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 29 October 2025:

- ensure all staff who support children at mealtimes know them well, including their dietary preferences and allergies, to keep children safe and meet their individual needs
- ensure that staff are deployed effectively to supervise children closely, keep them safe to meet the individual needs of all children.

On 7 November 2025, the provider responded to the actions set. We found that the provider has improved staff's understanding of their responsibilities in relation to meeting children's individual dietary needs and preferences. All staff have received training in supporting children's dietary needs and the provider has developed more effective systems for staff to share information about children. The provider has ensured that leaders are clear about their responsibilities to ensure staff are deployed effectively, to keep children safe.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).