

Complaint about childcare provision

Ref: EY441763/6022421

Date: 28 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On the 25 April 2025, we received concerns that the provider was not meeting requirements relating to Suitable people, Health and Safety and Suitability of premises, environment and equipment. On 21 May 2025, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take within the time scales set out below. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 4 June 2025

- ensure risk assessments clearly identify aspects of the environment that need to be checked on a regular basis and are implemented in relation to specific issues, to demonstrate how risks are managed.

On 4 June 2025, we received an action response letter. We found that the Notice to Improve had been met appropriately.

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](#).