

Complaint about childcare provision

Ref: EY557921/5994539

Date: 2 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 26 March 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios, and information and record keeping.

On 02 April 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has now ensured that there are robust procedures in place to ensure that children cannot leave the premises unattended. The provider has also reviewed her understanding of significant events that need to be reported to Ofsted. Furthermore, the provider has improved her understanding of when to report accidents or injuries to parents to ensure that they are provided with information on the same day that they occur.

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.