

## **Complaint about childcare provision**

Ref: 2665802/6195372

Date: 27 November 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 28 October 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare.

On 27 November 2025, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued action for the provider to take below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by: 5 December 2025 to:

ensure toilet facilities remain hygienic and suitable for their purpose, this refers to the pre-school toilets.

We will monitor the provider's response to ensure the action is successfully completed. The provider is still registered with Ofsted.

On 16 December the provider responded to the action set. We found that the provider has taken steps to ensure the pre-school toilets remain clean and hygienic throughout the day. 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](#).