

Complaint about childcare provision

Ref: 2592548/6115847

Date: 6 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 22 September 2025, we received concerns that the provider was not meeting requirements relating to medicines, training and skills, outdoor access, risk assessment, information and record keeping, information for parents and carers and complaints.

On 31 October 2025 and 05 November 2025, we carried out regulatory telephone calls. We found the provider was not meeting one of the requirements and had taken action to put this right. The provider had ensured that staff have refreshed their knowledge of the settings medication policies and procedures. Furthermore, the provider had put additional measures in place to minimise the risk of children being administered the incorrect dose of medication.

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](#).

