

Complaint about childcare provision

Ref: EY274840/6073070

Date: 20 August 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 18 June 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of the premises, environment and equipment and key person.

On 13 August 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.

Actions needed by 10 September 2025:

- provide effective support and training for staff to help them develop skills to support individual children's needs
- ensure that staff provide consistent strategies to support children's behaviour
- ensure there are effective arrangements in place to support children with special educational needs and/or disabilities.

On 9 September 2025, the provider responded to the actions set. We found that the provider had improved the support and training provided for staff and developed effective arrangements to support children with special educational needs and/ or disabilities. In addition, the provider has supported staff in developing consistent strategies to support children's behaviour. 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](#).