

Complaint about childcare provision

Ref: 310214/6001774

Date: 10 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 2 April 2025, we received concerns that the provider was not meeting requirements relating to Qualifications, training, support and skills and Safety and suitability of premises, environment and equipment.

On 8 April 2025, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 11 April 2025:

- ensure children have easy access to toilet tissue and are provided with necessary items to enable them to hygienically dry their hands after washing.

We are satisfied with the action taken by the provider. The provider remains 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](#).