

Complaint about childcare provision

Ref: 141847/6078374

Date: 18 July 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 19 June 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, toilets and intimate hygiene, risk assessment, information for parents and carers and changes that must be notified to Ofsted.

On 18 July 2025, we carried out a regulatory visit. We found the provider had not meet one of the requirements and had taken action to put this right. The provider had not notified Ofsted as a significant incident as required, but now understands their responsibility to do so.

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](#).