

Complaint about childcare provision

Ref: EY278278/5966316

Date: 3 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 13 February 2025, we received concerns that the provider was not meeting requirements relating to the suitability of premises, environment and equipment. On 31 January 2025, we carried out a regulatory visit. We found that the provider was not meeting one of the requirements. We have issued action for the provider to take within the timescales set out below. The provider will be able to give parents further information about this.

Actions needed by 18 April 2025:

ensure the premises are fit for purpose, this refers to the cleanliness of some areas of the nursery, including hygienic changing facilities for children in nappies.

We will monitor the provider's response to ensure the action is successfully completed.

On 17 April 2025 the provider responded to the action set. We found that the provider has implemented additional cleaning and hygiene routines, and are satisfied they have met the action. 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](#).