

Complaint about childcare provision

Ref: 2496416/6063501

Date: 16 July 2025

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 6 June 2025, we received concerns that this provider was not meeting some of these requirements. On 16 July 2025, we carried out an unannounced regulatory visit. Following this visit, we have issued actions for the provider to take. The provider will be able to give parents further information about this.

■ Actions needed by 18 Jul 2025:

implement effective risk assessments to ensure staff and children are not exposed to risks and demonstrate how they are managing risks; identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised

ensure that their premises and equipment are fit for purpose and suitable for the age of children cared for and the activities provided on the premises

ensure children's bathrooms are kept clean and suitable for use

■ Actions needed by 1 September 2025:

fully support children to develop their independence in personal care routines and help them to understand why good hygiene practices, such as flushing the toilet after use are important.

On 30 July, the provider responded to the actions set. We found they have improved their risk assessments and have provided staff with additional training in completing daily checks and risk assessments. They have made arrangements for unsuitable equipment to be removed and replaced. The provider has put arrangements in place to ensure children are supported using the bathrooms, and that bathrooms are kept clean and suitable for use. 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](#).