

## **Complaint about childcare provision**

Ref: 2695469/6088085

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-foundation-stage-framework--2](http://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 3 July 2025, we received concerns that the provider was not meeting requirements relating to staff:child ratios, qualifications, training, support and skills, safeguarding policies and procedures, key person and supporting and understanding children's behaviour.

On 9 July 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. The provider will be able to give parents further information about this.

Actions needed by 23 July 2025:

- improve record keeping procedures and ensure that essential records are made available on inspection to ensure the safe and efficient running of the setting

The provider has met the actions set within the appropriate timescale.

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](#).