

## **Complaint about childcare provision**

Ref: 2821008/6171145

Date: 22 October 2025

### **Summary of outcome**

#### **Our reference: 2821008/ 6171145**

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 03 October 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment.

On 6 October 2025, we carried out a regulatory telephone call. 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 21 October 2025:**

- ensure all areas of the premises are safe and suitable for the provision of childcare
- use risk assessment effectively to identify and address potential risks to help keep children safe.

On 20 October 2025, the provider responded to the actions set. We found that the provider had taken steps to meet the actions raised. The provider has improved risk assessments to help identify and eliminate risks, and to ensure all areas of the premises are safe and suitable. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).

