

## **Complaint about childcare provision**

Ref: EY366663/6080754

Date: 18 November 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 18 June and 9 October 2025, we received concerns that the provider was not meeting the requirement relating to key person.

On 17 November 2025, we carried out a regulatory visit. We found the provider was not meeting one of the requirements and had taken action to put this right. We found that the provider had improved staff's understanding of procedures for nappy changing, to help ensure children's individual care needs are met.

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](#).