

## **Complaint about childcare provision**

Ref: EY460661/6183617

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 17 October 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about a child's welfare, paediatric first aid, safer eating, staff: child ratios, risk assessment, safety on outings and information and record keeping.

On 12 November 2025, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 28 November 2025:

- review arrangements for staff who hold a paediatric first aid to ensure they are available at all times when children are present, including outings, and can respond to an emergency quickly.

On 27 November 2025, the provider responded to the action set. We found that the provider had revised timings of the club to ensure staff with paediatric first aid training are always available when children are present, including when on outings. This ensures they can quickly and appropriately respond to an emergency and ensure children's safety. In addition, they had considered contingency plans to ensure these arrangements can be maintained.

We are satisfied the provider has met the safeguarding and welfare action 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](#).