

Complaint about childcare provision

Ref: EY315827/6148143

Date: 13 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 10, 11 and 12 September 2025, we received concerns, and a notification, that the provider was not meeting requirements relating to staff to child ratios, food and drink, food and drink facilities, risk assessment, and complaints.

On 6 November 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 within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 20 November 2025

- ensure any food offered to children is checked to be sure this reflects individual dietary needs

- take all reasonable steps to prevent unauthorised persons entering the premises

- take all reasonable steps to ensure that children are not exposed to risks, particularly in relation to laundry cleaning items.

On 24 December 2025, the provider responded to the action set. We found that the provider has taken steps to ensure any meal offered to children is thoroughly checked to ensure it meets individual dietary requirements. They have also taken steps to ensure that risks to children have been minimised, such as ensuring locks are on cupboards where there are potential hazards, and that all external doors remain secure while children are present. 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](#).