

Complaint about childcare provision

Ref: 209435/6138859

Date: 3 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 14 August 2025 and 3 October 2025, the provider notified us about changes that must be notified to Ofsted. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event which is likely to affect the suitability of the childminder to look after children.

On 3 October 2025, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Accident or Information about the child, Information for parents and carers, Concerns about children's safety and welfare.

On 30 October 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 21 November 2025:

- improve knowledge and understanding so that the language and practice used with children and parents reflects an inclusive ethos and does not serve to exclude children.

On 11 November 2025, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of inclusive practice and has completed additional training to support her to ensure her practices and the language used helps to create an inclusive culture in her setting.

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](#).