

Complaint about childcare provision

Ref: 2499334/6189063

Date: 26 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 23 October 2025, we received concerns that the provider was not meeting requirements relating to suitable people, concerns about children's safety and welfare, food and drink and safety of premises.

On 4 November 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 18 November 2025:

- take immediate action to identify hazards in the environment and remove the risks to children's safety in all areas of the premises
- make sure food preparation areas are suitably hygienic and that there is a safe and hygienic area for children to sit to eat meals and snacks.

On 21 November 2025, we visited the provider to monitor the actions that were served in the welfare requirements notice. We found the provider responded to the actions set and has reviewed the premises and identified and removed or minimised the risks to children's safety. The provider has ensured that there are suitably hygienic areas for meal preparation and spaces for children to eat safely. The provider has steps in place to ensure that this is maintained. We are satisfied that the provider is now meeting these requirements. 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](#).