

Complaint about childcare provision

Ref: 2506297/6171030

Date: 14 October 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 6 October 2025, we received concerns that the provider was not meeting requirements relating to Staff: child ratios.

On 8 October 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. 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 27 October 2025:

- ensure staffing arrangements meets the needs of all individual children present
- ensure all required information and records are made available and accessible upon request.

On 27 October 2025 and 5 November 2025, the provider responded to the actions set. We found the provider had improved her organisation to ensure that staffing arrangements continually meets requirements and the needs of individual children. In addition, the provider has improved arrangements in place to ensure records are available and easily accessible to those who need to see them. 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.