

Complaint about childcare provision

Ref: 2521963/6119118

Date: 21 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 August 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios, accident and injury and suitable people.

On 1 October 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 October 2025:

- improve knowledge and understanding of the policies, procedures and processes to follow with regard to any safeguarding concerns
- increase knowledge and understanding of what must be notifiable to Ofsted.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 21 October 2025, the provider responded to the actions set. We found that the provider had reviewed all safeguarding policies and procedures. The provider had provided training and support to improve all staff's knowledge and understanding of how to manage any safeguarding concerns to ensure they are fully aware of their duty with how to safeguard children. The provider and leaders have increased their understanding of what is reportable to Ofsted. We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).