

Complaint about childcare provision

Ref: 2526073/6096715

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 10 July 2025, we received concerns that the provider was not meeting requirements relating to suitable people and staff: child ratios.

On 6 October 2025, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take.

Action needed by 20 October 2025:

- maintain an accurate record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person.

On 15 October 2025, the provider responded to the action set. We found that the provider had reviewed and improved their arrangements for recording children's attendance to meet regulatory requirements. 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](#).