

Complaint about childcare provision

Ref: 2579222/6153203

Date: 27 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 16 September 2025, we received concerns that the provider was not meeting requirements relating to, staff: child ratios, key person, safeguarding policies and procedures, food and drink facilities, training and skills, special educational needs, information for parents and carers.

On 23 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. The provider will be able to give parents further information about this.

Actions needed by 13 November 2025:

- ensure that staff: child ratios are in line with requirements of the early years foundation stage statutory framework at all times
- ensure the safe and hygienic preparation and storage of food, including having suitable sterilisation equipment for babies' bottles.

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

We have received a satisfactory response from the provider.

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](#).