

Complaint about childcare provision

Ref: 2584252/6183766

Date: 7 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 October 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, supporting and understanding children's behaviour, staff: child ratios, suitable people, smoking and vaping and changes that must be notified to Ofsted or the relevant childminder agency (CMA).

On 7 November 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. The provider is still registered with Ofsted.

Actions needed by 21 November 2025:

- ensure assistants have been checked by Ofsted and have a suitability letter prior to being included in staff: child ratios and having unsupervised access to children
- ensure references are sought for assistants to demonstrate safer recruitment practices.

On 26 November 2025, the provider responded to the actions set. We found that the provider had submitted an application for an additional assistant in order for Ofsted to carry out checks and determine suitability. In addition, the provider had requested references. 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](#).