

Complaint about childcare provision

Ref: 2597919/6215395

Date: 22 December 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 17 November 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios, safer eating, safety of premises, toilets and intimate hygiene, risk assessment and information for parents and carers.

On 18 December 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 5 January 2026:

- ensure staff to child ratios are met at all times and meet the needs of all children
- ensure behaviour strategies do not have a negative impact on a child's well-being
- ensure effective provision is put in place swiftly when there are identified gaps in children's learning and development
- ensure the arrangements for sleeping children are in line with latest government safety guidance.

On 30 December 2025, the provider responded to the actions set. The provider confirmed that she has reviewed the numbers of children she looks after on a daily basis, to ensure she is operating within the required staff to child ratios. She has reviewed her behaviour management strategies to ensure they do not have a negative impact on children's well-being. The provider has confirmed there are arrangements in place to seek help if she feels a child needs additional support, and she has confirmed that she has updated her knowledge on safer sleeping and reviewed the sleeping arrangements for children to ensure they are compliant with the latest government safety guidance. 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](#).