

Complaint about childcare provision

Ref: 2599997/6164870

Date: 30 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 take action to ensure they put matters right.

On 29 September 2025, we received concerns that the provider was not meeting requirements relating to children's safety and welfare, safeguarding policies and procedures, suitable people and changes that must be notified to Ofsted.

On 15 October 2025, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements and had taken swift action to put this right. The provider has reflected on and improved their own knowledge about notifications to Ofsted. This ensures that appropriate checks are completed on the suitability of people working or living where childcare is provided. Furthermore, the provider has supported assistants to strengthen their knowledge about suitable people. This helps to keep children safe. The provider will be able to give parents further information about this.

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](#).