

## **Complaint about childcare provision**

Ref: 2605079/6118034

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](http://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 21 July and 2 October 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, training and skills, supervision of staff, staff-to-child ratios and health.

On 27 October 2025, we carried out a regulatory visit. We found no breaches in relation to the above requirements. However, during the visit, we found the provider was not meeting requirements in relation to information and record keeping and had taken action to put this right. The provider has reviewed their signing-in arrangements to ensure that confidential information relating to children is only accessible to those who have a right or professional need to see them. At the visit we also found that Ofsted had not been notified of two company directors.

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](#).