

Complaint about childcare provision

Ref: 2621218/6110334

Date: 8 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 30 July 2025, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures and Suitable premises, environment and equipment. In addition the provider failed to notify Ofsted of a significant event, although they now know that they must in the future.

On 8 October 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 22 October 2025:

- ensure NHS advice on sleeping babies is read and adhered to as set out in the Early years foundation stage statutory framework for childminders.

On 15 October 2025, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of safer sleeping advice and will use this in their practice moving forward. The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).