

Complaint about childcare provision

Ref: 2624597/6159070

Date: 17 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-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 22 September 2025, we received concerns that the provider was not meeting requirements relating to risk assessment, accident or injury, suitable people and staff: child ratios.

On 07 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.

Actions needed by 12 December 2025:

- ensure all people working on the premises where childminding is being provided have appropriate checks carried out to confirm their suitability
- ensure that all records relating to children that attend the setting are accessible and that they are retained for a reasonable period of time after children have left the provision.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 25 November 2025, the provider responded to the actions set. We found that the provider had improved their systems for checking the suitability of people working on the premises. We also found that the provider had updated their systems for storing and accessing records relating to children.

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](#).