

Complaint about childcare provision

Ref: 2626676/6189329

Date: 23 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 23 October 2025, we received concerns that the provider was not meeting requirements relating to supervision of staff and staff: child ratios.

On 21 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 5 December 2025:

- ensure that there are appropriate levels of staff working in the baby room who hold the required qualifications and experience
- consider how to improve support for staff to ensure that there is a culture of mutual support, teamwork, and continuous improvement.

On 2 December 2025, the provider responded to the actions set. We found that the provider had provided training for their staff to improve knowledge and understanding of working with babies and ensure staff in this room hold the required qualifications and experience. The provider has evaluated the support in place for staff and made positive adjustments to promote wellbeing and continuous improvement. We are satisfied the provider has met the supervision of staff and staff: child ratios 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](#).