

Complaint about childcare provision

Ref: 2638115/6179346

Date: 20 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 14 October 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, other legal duties and learning and development considerations. On 22 October 2025, the provider notified us about matters relating to the same requirement of safety and suitability of premises, environment and equipment. The notification means that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of any change to the premises which may affect the space available to children and the quality of childcare available to them.

On 18 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 25 November 2025:

- ensure that leaders and staff identify and minimise hazards to children to support their safety and well-being
- ensure required documents are organised and readily available.

On 25 November 2025, the provider responded to the action set. We found that the provider has implemented training with staff on identifying risks and has updated risk assessment procedures in the environment. The provider has put new procedures in place for monitoring risk assessments. In addition, the provider has ensured that documents, such as staff suitability checks, are organised and readily available. 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](#).