

Complaint about childcare provision

Ref: 2641495/6130229

Date: 10 December 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 20 August 2025, we received concerns that the provider was not meeting requirements relating to changes that must be notified to Ofsted. On 6 October 2025, we received additional concerns that the provider was not meeting requirements relating to staff:child ratios and safety and suitability of premises, environment and equipment.

On 17 November 2025, we carried out a regulatory telephone call, we found that the provider had failed to notify Ofsted of changes to the organisation, which is a requirement of their registration. The provider has taken action to put this right. They have ensured that they are operating legally in line with their registration. On 20 November 2025, we carried out a further regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 1 December 2025:

- review sleeping arrangements and ensure staff understand and follow appropriate sleep practices for children that are in line with safe sleeping guidance.

On 25 November 2025, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of safer sleeping guidance and improved policies and procedures in relation to sleeping arrangements. 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](#).