

Complaint about childcare provision

Ref: 2651922/6087397

Date: 3 February 2026

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 3 July 2025, 8 July 2025 and 18 November 2025, we received concerns that the provider was not meeting requirements relating to suitable people, concerns about children's safety and welfare, staff: child ratios and information and record keeping.

On 7 January 2026, we carried out a regulatory telephone call and on 9 January 2026, we conducted a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 2 February 2026:

- ensure staff: child ratios are always met to meet the needs of all children and keep them safe
- ensure Ofsted is provided with details of any adults living on the premises for vetting processes to be completed
- ensure information about children is shared only to those who have a right or professional need to know.

The provider responded satisfactorily. The provider has reviewed her understanding of meeting staff: child ratios, providing required information to Ofsted and keeping records confidential. 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](#).