

Complaint about childcare provision

Ref: 2661540/5985555

Date: 29 September 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\[1\]stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation[1]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 17 March 2025, we received concerns that the provider was not meeting requirements relating to qualifications, training support and skills. On 9 June 2025, we received further concerns that the provider was not meeting requirements relating to staff: child ratios, health and supporting and understanding children's behaviour.

On 12 September 2025, we carried out a regulatory visit. 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 08 October 2025:

- review settling in processes to support staff in settling children in and meeting their individual needs.

On 07 October 2025, the provider responded to the actions set. We found that the provider had improved their settling in processes and children's needs were being met by staff. 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](#).