

Complaint about childcare provision

Ref: 2665171/6154604

Date: 15 October 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 17 September 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, information and record keeping and supporting and understanding children's behaviour.

On 14 October 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 24 October 2025:

- improve staffing arrangements to ensure children's needs are met and to keep them safe and adequately supervised at all times
- ensure that children are always within sight and hearing of a childminder or assistant whilst eating.

On 21 October 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of staff:child ratios and improved staffing arrangements and supervision of children. 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](#).