

Complaint about childcare provision

Ref: 2666436/6012326

Date: 12 May 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 April 2025, the provider notified us about matters relating to staff: child ratios. 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 significant events.

On 9 May 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. This includes improving procedures during transitions to ensure all children remain within sight and hearing of staff. Leaders have also taken steps to monitor staff practice more closely during key transitions.

The provider will be able to give parents further information about this. 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](#).