

Complaint about childcare provision

Ref: 2685897/6111640

Date: 22 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 July 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, and safeguarding policies and procedures. The provider also notified us of the incident. 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 a significant event.

On 22 October 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. The provider has improved the risk assessments to ensure all potential risks to children are identified and safety measures installed to heighten the security of the premises. Staff have undertaken training to improve their knowledge of keeping children safe and secure.

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](#).