

Complaint about childcare provision

Ref: 2698974/6168326

Date: 14 November 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 1 October 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment. On 3 October 2025, the provider notified us about matters relating to the same requirements.

On 7 October 2025, we received separate concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, key person and staff: child ratios.

On 21 October 2025 and 23 October 2025, the provider notified us about two further separate matters relating to health. 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 any significant event which is likely to affect the suitability of the early years provider to look after children.

On 31 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. Leaders have reviewed and strengthened risk assessments relating to areas of the indoor environment. Additionally, leaders have ensured all staff have been trained to understand and follow procedures for children's safe and supervised movements. This helps to ensure children can safely play and explore.

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](#).