

Complaint about childcare provision

Ref: 2716105/6119703

Date: 14 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.

Between 26 August 2025 and 10 September 2025, we received a number of concerns that the provider was not meeting requirements relating to suitable people, safeguarding policies and procedures, other legal duties and insurance.

On 12 September 2005, 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 26 September 2025:

- ensure children are only left in the care of registered assistants who have relevant training, have passed any required checks to fulfil their roles and have been cleared as suitable
- ensure children are adequately supervised at all times and they are usually within sight and hearing of the childminder and always within sight or hearing.

On 15 September the provider responded to the actions set. We found the provider had taken steps to ensure children are only left in the care of registered assistants. They had also reviewed procedures to ensure children remain within sight and / or hearing at all times. 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](#).