

Complaint about childcare provision

Ref: 2726096/6094064

Date: 26 September 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 8 July 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, suitable people, qualifications, training, support and skills, supervision of staff, safety and suitability of premises, environment and equipment, information and record keeping, and staff: child ratios.

On 3 September 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 26 September 2025:

- ensure that all reasonable steps are taken to prevent unauthorised persons entering the premises
- ensure that staffing arrangements meet the needs of children and provide adequate supervision to help keep children safe, including while children are eating
- ensure that all staff receive induction training that enables them to understand and carry out their roles and responsibilities effectively.

On 16 September 2025, the provider responded to the actions set. We found that the provider has strengthened procedures to help to prevent unauthorised persons entering the

premises. The provider has updated the setting's policies and procedures and has trained staff to ensure that they understand the importance of supervising children while they eat. The provider has updated their induction training programme to help staff to understand their roles and responsibilities more effectively.

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](#).