

Complaint about childcare provision

Ref: 2732745/6145088

Date: 21 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 10 September 2025, we carried out an inspection and found the provider was not meeting some of these requirements. The provision was graded inadequate. The inspection report sets out the action the provider was required to take to meet the requirements of registration. Following the inspection we served a welfare requirements notice. This is a legal notice that requires the provider to take the action set out in the report within the timescales given.

We suspended the provider's registration on 11 September 2025, because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 7 October 2025, we carried out a regulatory visit. The focus of the visit was to monitor the safeguarding and welfare actions set in the welfare requirements notice. The provider has gained a secure knowledge of safeguarding issues. They were able to articulate their knowledge of how to identify any signs that a child may be at risk of harm and how to raise these concerns. The provider has adjusted the number of children they care for at any one time to ensure that they can meet children's needs appropriately and that children have appropriate space to play and learn. Additionally, the provider has considered how to ensure that records of children's attendance are accurate. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 8 October 2025, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. 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](#).