

Complaint about childcare provision

Ref: 2738943/6194460

Date: 15 December 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 29 October 2025, we received concerns that the provider was not meeting requirements relating to key person, staff: child ratios, safety and suitability of premises, environment and equipment, supporting and understanding children's behaviour.

On 5 December 2025, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 22 December 2025:

- ensure that adequate qualified staff are available to work directly with the children and are deployed effectively to meet children's care and learning needs.

On 19 December 2025, the provider responded to the action set. We found that the provider had reviewed and improved staffing arrangements to meet the requirements in this regard. This supports to ensure that qualified staff are consistently available to meet the needs of children. 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](#).