

Complaint about childcare provision

Ref: 2742785/6198088

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 31 October and 13 November 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, safety and suitability of premises, environment and equipment and information and record keeping.

On 17 November 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right.

The provider has strengthened safeguarding practice by clarifying procedures and reinforcing staff responsibilities to ensure staff report concerns immediately. The provider has delivered training to ensure staff consistently apply risk assessment and maintain a safe environment for children. The provider has enhanced their approach to recording and reporting injuries.

During the same regulatory visit we found the provider was not meeting some 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.

Action needed by 5 January 2025:

- improve supervision arrangements for staff that provides consistent support, coaching, and training, enabling staff to carry out their roles and responsibilities to effectively promote children's well-being and welfare.

We will monitor the provider's response to ensure the action is successfully completed.

On 5 January 2026, the provider responded to the action set. We found that the provider has implemented structured support and training into staff supervision, ensuring they can confidently fulfil their roles and support children's well-being and welfare.

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](#).