

Complaint about childcare provision

Ref: 2747734/6224329

Date: 19 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 18 December 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios and supporting and understanding children's behaviour.

On 19 December 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 9 January 2026:

- ensure any assistants are suitable to fulfil their role
- ensure that assistants are deemed 'suitable' by Ofsted before including them in child: staff ratios
- supply Ofsted with accurate information to carry out suitability checks on assistants in a timely manner
- ensure there is a clear procedure to check the suitability of new recruits and implement this consistently

We conducted an inspection to monitor the notice. The report card and inspection outcome will be published in due course.

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](#).