

Complaint about childcare provision

Ref: 2761211/6069657

Date: 16 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 13 and 23 June 2025, we received concerns that the provider was not meeting requirements relating to suitable people, qualifications, training, support and skills, staff: child ratios and safety and suitability of premises, environment and equipment.

On 4 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 which are listed below and the timescales set out.

Actions needed by 26 September 2025:

- review the deployment of staff to ensure you meet the ratio requirements by having at least one level 3 qualified member working with the children aged under two at all times

- implement an effective system for the keeping of appropriate documentation for the safe and efficient management of the setting and ensure these are available or accessible for inspection.

At the visit we also found the provider had failed to notify Ofsted of a significant event likely to affect suitability of a person caring for children. This is an offence. A child was left unsupervised in the outdoor area for a short period of time. While the outdoor area is secure the requirements state that supervision of children is effective to ensure their safety. In addition, children must usually be within sight and hearing of staff and always within sight or hearing.

The provider will be able to give parents further information about this. We have received a satisfactory response to the actions. The provider has now ensured there is a level 3 qualified member of staff working in the younger children. All records have been organised and are kept on site and will be accessible for inspection. 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](#).