

Complaint about childcare provision

Ref: 2780872/6113425

Date: 1 August 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 16 June 2025 and 30 July 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare.

On 31 July 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.

Action needed by 8 August 2025 to:

ensure current childcare arrangements comply with the staff: child ratio requirements, particularly regarding the care of young children.

We will monitor the provider's response to ensure the action is successfully completed. The provider is still registered with Ofsted.

On 8 August 2025, the provider responded to the action set. They have reduced the number of early years children being cared for. We are satisfied the provider has met action 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](#).