

Complaint about childcare provision

Ref: 304531/6190734

Date: 24 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 23 October 2025, we received concerns that the provider was not meeting requirements relating to training, support and skills, staff: child ratios, special education needs, information and record keeping, health and safety, and suitability of premises, environment and equipment.

On 24 November 2025, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements. We 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 2026:

- implement a robust programme of professional development to help identify and support children with special educational needs and/or disabilities.

On 9 January 2026, the provider responded to the action set. We found that the provider had taken part in professional development opportunities, such as training relating to the role of the special educational needs coordinator to improve their knowledge and understanding of how to identify and support children with special educational needs and/or disabilities.

We are satisfied the provider has met the safeguarding and welfare 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](#).