

Complaint about childcare provision

Ref: 316464/6128119

Date: 25 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 19 August 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios.

On 20 August 2025, we carried out a regulatory visit. 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.

Action needed by 19 September 2025:

ensure the safe and effective supervision of children at all times.

On 23 September 2025, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare action raised at their last visit. We found that the provider had strengthened the monitoring of staff practice to ensure the safe and effective supervision of children at all times. Additionally, they had provided staff training in relation to risk assessment, supervision and maintaining good quality interactions with children.

We are satisfied that 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](#).