

Complaint about childcare provision

Ref: 504110/6410784

Date: 12 June 2026

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 29 May 2026, we received concerns that the childminder was not meeting requirements relating to suitable people, training, support and skills, key person, supporting and understanding children's behaviour, other legal duties, information and record keeping, safety and suitability of premises, environment and equipment and health.

On 11 June 2026, we carried out a regulatory visit. We found that the childminder was not meeting some of the requirements. We issued actions for the childminder to take. The childminder will be able to give parents further information about this.

Actions needed by 16 July 2026:

- attend an appropriate safeguarding training course that covers the criteria set out in the 'Statutory framework for the early years foundation stage' requirements for designated safeguarding leads
- ensure sleeping arrangements are reviewed so that all children are placed down to sleep safely in line with the latest government safety guidance.

On 21 June 2026, the childminder responded to the actions set and on 20 July 2026, we completed a regulatory telephone call. We found that the childminder had worked closely with the local authority. She had improved her knowledge of the latest government safety guidance for safe sleep. She had devised a safe sleep policy and implemented these procedures in her setting so that all children are placed to sleep safely. The childminder had accessed an appropriate safeguarding training course for designated safeguarding leads. This has helped to strengthen her knowledge of safeguarding matters.

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