

Complaint about childcare provision

Ref: 511373/6101653

Date: 11 December 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 July 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios and safety and suitability of premises, environment and equipment.

On 9 December 2025, we carried out a regulatory visit. We found the provider was not meeting one of the requirements and had taken action to put this right. The provider has improved the deployment of staff as children move around the play areas to ensure they are always supervised appropriately and to prevent the risk of injury.

The provider will be able to give parents further information about this. 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](#).