

Complaint about childcare provision

Ref: EY231242/6196507

Date: 23 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-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 25 October 2025, we received concerns the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, staff : child ratios and supervision of staff.

On 26 November 2025, the provider notified us about matters relating to whistleblowing. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of safeguarding and welfare concerns.

On 16 December 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has implemented training to improve staff's understanding on whistleblowing and how to report concerns. This has supported staff's knowledge and understanding of when and how to report allegation against a colleague appropriately. This supports children to be safe at setting.

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](#).