

Complaint about childcare provision

Ref: EY232573/6072981

Date: 30 October 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 18 June 2025, we received concerns that the provider was not meeting requirements relating to suitable people and staff: child ratios.

On 24 July 2025, we carried out a regulatory telephone call and on 2 September 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 17 September 2025:

- ensure children are only left in the sole care of assistants for no more than two hours a day
- ensure you have a clear understanding of the role of the key person, to enable you to support each child's individual needs.

On 2 December 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding that children may only be left in the sole care of an assistant for a maximum of two hours per day, with the appropriate parental consent. The provider showed a good understanding of the key person role, ensuring that each child has a named individual who builds secure relationships, tailoring care to meet individual needs.

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](#).