

Complaint about childcare provision

Ref: EY358245/6111639

Date: 29 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 28 July 2025, we received concerns that the childminder was not meeting requirements relating to the learning and development considerations, health, staff: child ratios, supporting and understanding children's behaviour and safety and suitability of premises, environment and equipment.

On 10 September 2025, we carried out a regulatory visit. We found the childminder was not meeting some of the requirements. We issued an action for the childminder to take. The childminder will be able to give parents further information about this.

Action needed by 2 October 2025:

- ensure children have access to suitable hand washing facilities when using the bathroom including a supply of clean towels.

On 22 September 2025, the childminder responded to the action set. We found that the childminder provides suitable hand washing facilities at all times. We are satisfied the childminder has met the safeguarding and welfare action raised. The childminder 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](#).

