

Complaint about childcare provision

Ref: EY361447/6196562

Date: 10 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 30 October 2025, we received concerns that the provider was not meeting requirements relating to suitable people.

On 4 December 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 19 December 2025

- improve sleeping arrangements to ensure children are provided with suitable sleeping facilities, in line with government safety guidance, so that all children can sleep safely
- strengthen risk assessment processes, to ensure that all hazards to children are identified, and take immediate steps to remove or minimise them.

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).