

## **Complaint about childcare provision**

Ref: EY417089/6145475

Date: 10 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](http://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 21 August 2025, we received concerns that the provider was not meeting requirements relating to staff:child ratios.

On 3rd October, we carried out a regulatory visit. We found the provider was not meeting a requirement and had taken action to put this right. The provider has reviewed risk assessments and updated procedures to confirm the safety of children in their care. Leaders have organised additional reminders and training for staff to ensure they fully understand their roles and responsibilities to supervise children effectively at all times.

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](#).