

Complaint about childcare provision

Ref: EY445076/6105510

Date: 25 July 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 July 2025, we received concerns that the provider was not meeting requirements relating to suitable people, changes that must be notified to Ofsted or the relevant childminder agency and information and record keeping.

On 24 July 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 8 August 2025:

- improve knowledge and understanding of the requirements to notify Ofsted of any person working at the premises from which childminding is provided
- ensure that any assistants have the required checks in place and are deemed suitable by Ofsted
- ensure that assistants or co-childminders, whose suitability is not confirmed by Ofsted, do not have unsupervised contact with the children being cared for.

On 11 August 2025, we carried out a regulatory visit to monitor how the provider responded to the actions set in the welfare requirements notice. We found that the provider had improved their knowledge and understanding of requirements relating to employing assistants. We found that the childminder has ensured Ofsted is supplied with all information, so that any assistants have the required checks in place. We also found that the provider has improved their knowledge regarding supervision of assistants, so that any assistants whose suitability is not confirmed by Ofsted, do not have unsupervised contact with the children being cared for.

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](#).