

Complaint about childcare provision

Ref: EY462952/6056979

Date: 5 November 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 2 June, we received concerns that the provider was not meeting some of these requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, suitable people, training and skills, supervision of staff, staff:child ratios, risk assessment, information for parents and carers, complaints and changes that must be notified, organising premises for confidentiality and safeguarding.

On 24 September 2025 the provider notified us of an incident that occurred during an outing. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events. The notification raised concerns relating staff:child ratios, safety of premises, risk assessment and organising premises for confidentiality and safeguarding.

On 4 November 2025 we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has reflected on their practice to assure children's safety. They along with their staff, have completed relevant training and improved their risk assessment practice. This is particularly around the time when children are collected from the premises. Leaders and staff are vigilant in their supervision of children, such as using headcounts of children and notifying other staff when children have left. Providers have also reflected and taken action to improve their knowledge of when to inform Ofsted of any significant events and complete this within a timely manner.

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](#).