

Complaint about childcare provision

Ref: 2594006/6204465

Date: 5 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 6 November 2025, we received concerns that the provider was not meeting requirements relating to special educational needs, safeguarding policies, staff: child ratios, toilets and intimate hygiene, risk assessment, information and record keeping, information for parents and carers and other legal duties. We also received a notification from the provider and another concern on the same day relating to safeguarding policies, complaints and changes that must be notified. 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 allegations against staff.

On 5 December 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. A referral to the local authority safeguarding officer has since been made. Leaders had updated their safeguarding policy. Staff attended meetings to ensure they understand the revised safeguarding policy. 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](#).