

Complaint about childcare provision

Ref: 2496929/6108302

Date: 12 September 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 23 July 2025, we received concerns that the provider was not meeting requirements relating staff: child ratios, health and supporting and understanding children's behaviour. On 24 July 2025, the provider notified us about matters relating to the same requirements.

On 8 August 2025, we carried out a regulatory visit. 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 27 August 2025:

- implement an effective complaint procedure that ensures any written complaints relating to fulfilling the requirements of the EYFS are investigated thoroughly to identify any action to be taken
- ensure that staff are deployed effectively at all times to supervise children and respond swiftly when needed
- ensure that there are enough staff available and present to meet the minimum staff: child ratio requirements at all times, including when children are sleeping, to keep children safe.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 2 September 2025, the provider responded to the actions set. We found that the provider had improved their complaint procedures and leaders demonstrated an understanding about how to investigate complaints thoroughly. Action has been taken to improve staff's understanding of effective deployment to supervise children and keep them safe. The provider has reviewed staffing arrangements throughout the day to ensure that

there are enough staff available and present to work with children at all times. 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](#).