

Complaint about childcare provision

Ref: 2718538/6103106

Date: 10 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 10 July 2025, the provider notified us about matters relating to Supporting and understanding children's behaviour, Concerns about children's safety and welfare, Key person and Information for parents. 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 a significant event.

On 28 August 2025 and 3 September 2025, we carried out a regulatory telephone calls. 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 2 October 2025:

- Ensure that regular supervision provides opportunities to discuss any issues relating to children's development or well-being.
- Ensure that the key person arrangements tailor and support the care that each child receives, including building relationships with parents to share information effectively and in a timely way about that care.

On 7 October 2025, we conducted a regulatory visit to monitor the notice. We found that the provider has added and strengthened the system in place to understand and meet children's individual needs. This includes written records and different forms of communication with parents and during meetings with staff. 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](#).