

Complaint about childcare provision

Ref: 220026/6057722

Date: 13 October 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 3 June 2025, the provider notified us about matters relating to staff: child ratios and safety and suitability of premises, environment and equipment. 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 which is likely to affect the suitability of the early years provider to look after children.

On 10 June 2025 we received concerns about matters relating to the same requirements.

On 17 June 2025, the provider notified us about matters relating to concerns about children's safety and welfare. 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 any allegations made against anyone living, working, or looking after children at the premises.

On 8 October 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 made amendments to the outdoor area so that the premises are secure. Risk assessments have been updated and have been discussed with adults working with children. This ensures that children are kept safe, particularly when they are outdoors.

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](#).