

Complaint about childcare provision

Ref: EY333691/6199192

Date: 15 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 30 October 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare.

On 20 November 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 23 December 2025:

- provide sufficient support and professional development to ensure staff and managers are effective in their roles and responsibilities
- improve the key person system, including building a working relationship with parents and/or carers, to meet children's needs appropriately
- increase staff's vigilance in supervising children to ensure their safety, especially during sleep times
- improve all staff's knowledge of supporting, understanding and appropriately managing children's behaviour to prevent it from deteriorating
- develop a regular two-way flow of information with parents and/or carers to help meet the needs of all children.

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).