

Complaint about childcare provision

Ref: 2713314/6089162

Date: 7 November 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\[1\]stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation[1]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 2 July 2025, we received concerns that the provider was not meeting requirements relating to qualifications, training, support and skills, staff: child ratios and other legal duties

On 30 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 18 November 2025:

- ensure there is suitable person on site at all times who is capable and qualified to manage the nursery.

On 11 November 2025, the provider responded to the action set. We found that the provider had reviewed their staffing arrangements to ensure there is a suitable person to manage the nursery on site at all times. We are satisfied the provider has met the safeguarding and welfare action 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](#).