

Complaint about childcare provision

Ref: 208194/6191040

Date: 1 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 24 October 2025, we received concerns that the provider was not meeting requirements relating to safety on outings, paediatric first aid, complaints, staff: child ratios, information for parents/carers, safer eating, staff taking medication.

On 27 November 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 had taken all reasonable steps to minimise risks to children. This included adapting the environment and strengthening staffing arrangements to ensure they meet the needs of all children and maintain their safety. The provider has ensured that all those with parental responsibility have equal access to information about the activities and experiences provided for their children.

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](#).