

Complaint about childcare provision

Ref: 2783803/6155091

Date: 29 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 17 September 2025, we received concerns that the provider was not meeting safeguarding and welfare requirements relating to safety and suitability of the premises, environment and equipment, information and record keeping and supporting and understanding children's behaviour.

On 28 October 2025, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 11 November 2025:

- take necessary steps to ensure that children can play safely and are not exposed to risks, and demonstrate how risks are managed

Actions needed by 25 November 2025:

- ensure that the outdoor areas are fit for purpose and suitable for the children attending, with particular regard to the presentation of the resources available.

On 12 November 2025, the provider responded to the actions set. We are satisfied the provider has met the safeguarding and welfare actions 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](#).