

Complaint about childcare provision

Ref: 2685587/6127014

Date: 3 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 18 August 2025, the provider notified us about matters relating to safeguarding policies and procedures, suitable people, and paediatric first aid. 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 significant event which is likely to affect the suitability of any person who is in regular contact with children on the premises where childcare is provided.

On 9 November 2025, we received concerns that the provider was not meeting requirements relating to Staff: child ratios, health, and paediatric first aid.

On 1 December 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 ensured that continuous training regarding safeguarding is taking place, and that safeguarding is discussed regularly at meetings. This means that all staff are aware of the correct procedures to follow when concerns are raised about children's welfare.

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](#).