

Complaint about childcare provision

Ref: EY499370/6183015

Date: 22 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 12 September 2025, the provider notified us about matters relating to safeguarding policies and procedures, qualifications, training, support and skills, supporting and understanding children's behaviour and safety and suitability of premises, environment and equipment. 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 a significant event.

On 2 and 10 October 2025, the provider notified us of other events that link to the requirements above.

On 17 December 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has revised the risk assessments and procedures in regard to carrying out head counts of children. In addition, they have implemented additional safeguards to ensure children remain within sight and hearing of staff. This information has been shared with staff. As a result, staff are clear on their roles and responsibilities in keeping children safe. 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](#).

