

Complaint about childcare provision

Ref: 305965/6101828

Date: 8 August 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 July 2025, we received concerns that the provider was not meeting requirements relating to suitable people and staff:child ratios.

On 5 August 2025, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 18 August 2025:

- ensure that appropriate arrangements are in place for the supervision of staff who have contact with children and families in order to provide support, coaching and training.

On 9 August 2025, the provider responded to the actions set. They have put in place robust plans in relation to the supervision of staff. This includes arrangements to monitor that these are taking place.

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](#).