

## **Complaint about childcare provision**

Ref: 2659532/6068134

Date: 17 September 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](http://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 June and 10 July 2025, the provider notified us about matters relating to safeguarding policies and procedures, qualifications, training, support and skills, key person, staff:child ratios, supporting, 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 16 September 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 reiterated the importance of staff carrying out headcounts as children move between the different areas in the setting. In addition, the provider has refreshed staff's knowledge of the settings risk assessments. This ensures staff have a clear understanding of 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](#).