

Complaint about childcare provision

Ref: 2671603/6231455

Date: 16 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 2 December 2025, we received concerns that the provider was not meeting requirements relating to children's safety and welfare.

On 9 December 2025, we carried out a regulatory visit. We found the provider was not meeting one of the requirements and had taken action to put this right. Staff have received refresher training to ensure they implement digital sign-in and out procedures correctly, and procedures have been reviewed to ensure effective communication with parents. This supports children's safety and welfare.

We also found the provider was not meeting a further requirement. We have issued action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 9 January 2026:

Ensure staffing arrangements meet the needs of all children, with particular regard to transition times for children aged under 2.

We will monitor the provider's response to ensure the action is successfully completed. The provider is still registered with Ofsted.

On 5 January 2026, the provider responded to the action set. We found that management has taken steps to ensure staff are deployed in key areas of the nursery to support the transitions of younger children. This ensures children's safety and well-being. 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](#).