

Complaint about childcare provision

Ref: 2751589/6135991

Date: 24 November 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 20 June 2025 and 4 September 2025, the provider notified us about matters relating to safeguarding policies and procedures, suitable people, supporting and understanding children's behaviour and qualifications, training, support and skills. 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 20 November 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 refreshed staff training on behaviour management and the code of conduct. As a result, staff know and understand their roles and responsibilities in helping to keep children safe.

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](#).