

Complaint about childcare provision

Ref: 2816750/6143586

Date: 23 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 15 August 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, staff-to-child ratios, information and record keeping and health.

On 23 December 2025, we carried out a regulatory visit. We found that the provider was not meeting one of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this. Action needed by 16 January 2026:

- ensure there is a written record of complaints which includes the outcome.

On 9 January 2026, the provider responded to the action set. We found that the provider had improved their understanding of when to record complaints. They had implemented new procedures to log any complaints, and their outcome. We are satisfied the provider has met the safeguarding and welfare action 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](#).