

Complaint about childcare provision

Ref: 2563982/6177767

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 12 September 2025, we received concerns that the provider was not meeting requirements relating to educational programmes, learning and development considerations, key person arrangements, information and record keeping and other legal duties.

On 12 October 2025, the provider notified us about unrelated matters relating to concerns about children's safety and welfare. 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 24 October 2025, we carried out a regulatory telephone call in relation to the notification received on 12 October 2025. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider reviewed their own safeguarding policies and procedures and has taken steps to improve these. The provider will be able to give parents further information about this.

On 17 December 2025 and 23 December 2025, we carried out regulatory telephone calls in relation to the concern we received on 12 September 2025. We found the provider was not meeting some of the requirements in relation to information and record keeping and had taken action to put this right. The provider has strengthened their complaints policy, improved communications with parents and carers regarding the policy and implemented additional training for staff, to ensure that when concerns or complaints are made, the correct policy and procedure is followed.

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](#).