

Complaint about childcare provision

Ref: 2689053/6068248

Date: 2 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 25 May 2025, we received concerns that the provider was not meeting requirements relating to supporting and managing children's behaviour and supervision of children.

On 16 July 2025, we carried out a regulatory visit. We found that the provider was meeting the requirements in relation to the concerns raised. However, we found that the provider was not meeting requirements as set out in the Statutory framework for the early years foundation stage in relation to Suitable people. We have issued the following action for the provider to take by 8 August 2025:

ensure that there are effective recruitment procedures in place to ensure that people looking after children are suitable.

On 27 August 2025 the provider confirmed the details of what they had done to meet this action. 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](#).