

Complaint about childcare provision

Ref: 2696265/6149128

Date: 14 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 11 September 2025, we received concerns that the provider was not meeting requirements relating to the safety and suitability of premises, environment and equipment.

On 03 October 2025, the provider notified us about matters relating to staff:child ratios. 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 significant events.

On 03 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 31 October 2025:

- ensure children are supervised effectively and staff prioritise their safety in the outdoor area
- improve staff's understanding of the nursery policies for written risk assessments, to ensure they inform staff practice and help them to manage risk effectively
- keep a written record of all complaints and ensure they are shared and available to Ofsted

We will monitor the provider's response to ensure the actions are successfully completed.

The provider is still registered with Ofsted.

On 31 October 2025, the provider responded to the actions set. We found that the provider had improved staff's understanding of risk assessments and has ensured that children's safety is prioritised outdoors. The provider has updated the written record of complaints.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).