

Complaint about childcare provision

Ref: 2752573/6172603

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 6 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 any significant event which is likely to affect the suitability of the early years provider to look after children.

On 18 December 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. They had reviewed the procedures for when children transition between the indoor and outdoor area. Staff complete a headcount of children when coming in from outdoor play and enter this onto an electronic system. This ensures all children are accounted for when entering and leaving the outdoor area.

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](#).