

Complaint about childcare provision

Ref: 2628793/6126208

Date: 20 October 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 8 August 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment.

On 17 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 4 November 2025:

- improve risk assessments to ensure the environment is free from dangers that pose a safety risk to children
- improve the staffing arrangements to ensure that all children's individual needs are met and they are adequately supervised to keep them safe, especially while eating
- ensure foods are prepared in a way that is suitable for all children's ages and stages to reduce the risk of choking.

On 07 November 2025, we carried out a regulatory visit to monitor the actions set. We found that the provider had reviewed their risk assessments, to keep children safe. They have improved staffing arrangements to meet children needs and ensure children are adequately supervised, including when they are eating. The provider has strengthened arrangements for the preparation of meals to ensure all foods are suitably prepared to meet children's needs and to reduce the risk of choking. 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](#).