

Complaint about childcare provision

Ref: EY482612/6206175

Date: 3 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 November 2025, we received concerns that the provider was not meeting requirements relating to training and skills.

On 2 December 2025, we carried out a regulatory telephone call. 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 5 January 2026:

- Provide training for all staff which focuses on the quality of learning and development of children
- Ensure staff working with babies have training that specifically addresses the care of babies.

We will monitor the provider's response to ensure the action/s is/are successfully completed. The provider is still registered with Ofsted.

On 6 January 2026, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of children's learning and development via enhanced training. In addition they have taken steps to ensure that staff working with babies have training that specifically addresses the care of babies. 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](#).