

Complaint about childcare provision

Ref: 205409/6168664

Date: 27 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 4 September 2025, we received concerns that the provider was not meeting requirements relating to staff; child ratios, indoor space requirements and suitable person.

On 30 October 2025, we carried out a regulatory visit. We found the provider was meeting the requirements relating to the concerns above. However, we did find that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, suitable people, references, information and record keeping. 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 19 November 2025:

- implement effective safeguarding policies and procedures to promote children's safety and well-being
- ensure the safeguarding policy is implemented and that any allegations made against individuals working with children in the setting are referred to appropriate agencies in a timely manner
- ensure leaders refer safeguarding concerns about children in line with local authority procedures to protect children and promote their safety and welfare
- ensure referrals are made in a timely manner to the Disclosure and Barring Service when staff leave or are dismissed because they have harmed or put a child at risk of harm

- ensure all leaders and staff have a robust knowledge and understanding of all aspects of safeguarding
- maintain accurate records for the safe and efficient running of the setting, with regard to recording robust safeguarding information to facilitate the sharing of accurate information with other agencies and, where appropriate, parents

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

On 20 November 2025, we carried out a regulatory visit with the provider. The focus of this visit was to check whether the provider had met the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. 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](#).