

Complaint about childcare provision

Ref: 219204/6086656

Date: 5 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 3 July 2025, we received concerns that the provider was not meeting requirements relating to **Safeguarding policies and procedures, Suitable people and Supporting and understanding children's behaviour**. We carried out a number of regulatory telephone calls with the provider on the same day.

We suspended the provider's registration on 3 July 2025 because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 5 August 2025, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed.

However, we found the provider was not meeting some of the requirements. We have issued an action for the provider to take in the timescales below.

Action needed by 26 September 2025

- ensure the provider takes necessary steps to keep children safe and well, this includes understanding their roles and responsibilities to promote the good welfare of the children.

On 15 September 2025, we received a response from the provider that they had recruited new committee members and refreshed staff safeguarding training.

On 5 November 2025, we visited the provider to monitor the action. We found that the new committee members are undertaking training specific to their roles. Additionally, they have strengthened the overall procedures for the governance of the pre-school.

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](#).