

Complaint about childcare provision

Ref: 219245/5990651

Date: 6 June 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 21 March 2025, the provider notified us about an incident relating to Safeguarding policies and procedures. 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 allegations of serious harm or abuse by anyone living, working, or looking after children at the premises. On 28 March 2025, we received concerns relating to Suitable people and Complaints.

On 24 March 2025 and 21 May 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. The provider failed to notify the correct agencies within the correct timeframe. They now understand their responsibility to follow this procedure. We have issued actions for the provider to take.

Actions needed by 5 June 2025:

- ensure the lead practitioner for safeguarding attends a child protection training course that enables them to fulfil their role.

The provider has returned a suitable response to the action. The designated safeguarding lead is completing training that is specific to their role. 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](#).

