

Complaint about childcare provision

Ref: 2496386/6074800

Date: 2 July 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 19 June 2025, we received concerns that the provider was not meeting requirements relating to suitable people, safety and suitability of premises, environment and equipment and information and record keeping.

On 26 June 2025, we carried out a regulatory visit. 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.

- ensure that the safeguarding policy includes information on the action to take in the event of an allegation being made against a member of staff or the provider
- ensure that all staff have up-to-date knowledge of safeguarding issues and understand and implement the providers safeguarding policy and procedures
- ensure that risk assessment is effective, and that staff understand their roles and responsibilities to identify and manage risks to keep children and staff safe.

On 11 July 2025, the provider responded to the actions set. We found that the provider had revised the safeguarding policies, procedures and risk assessments. This information has been shared with staff. This means that they know the action to take should they have any concerns about a child or colleague. Furthermore, the provider now ensures that effective risk assessments are in place. 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](#).