

Complaint about childcare provision

Ref: 2497735/5939223

Date: 20 February 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 23 and 28 January 2025, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures; Key person; Staff: child ratios; Health; Supporting and understanding children's behaviour; Safety and suitability of premises, environment and equipment; Information and record keeping; Other legal duties.

On 31 January and 3 February 2025, the provider notified us about other legal duties. 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 significant event which is likely to affect the suitability of the early years provider to look after children.

On 12 February 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. However, they have taken action to ensure that any personal information meets data protection requirements. 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](#).