

Complaint about childcare provision

Ref: 2499543/6008244

Date: 25 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 28 March 2025, the provider notified us about matters relating to safeguarding policies and procedures, food and drink, supporting and understanding children's behaviour and changes that must be notified. 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 significant events.

On 22 July 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had enhanced staff's knowledge about the setting's safeguarding policies and procedure. The provider has reiterated with staff the importance of reporting concerns without delay to the appropriate persons and agencies. As a result, staff have a clearer understanding of their roles and responsibilities in keeping children safe. 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](#).