

Complaint about childcare provision

Ref: 2514890/6197306

Date: 11 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 7 August 2025, we received concerns that the provider was not meeting requirements relating to supporting and understanding children's behaviour, safeguarding policies and procedures, accident or injury, information about the child, information for parents and carers, complaints and special educational needs.

On 30 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 21 November 2025:

- take immediate action to update knowledge and understanding of all of the aspects that can give cause for concern about the welfare of the child so that information can be escalated to the relevant professionals
- complete relevant child protection training in line with Annex C of the early years foundation stage requirements to ensure that knowledge and understanding is secure in order to safeguard children effectively
- ensure that whilst children are eating there is always adequate supervision to support their safety and well-being
- take action to implement a suitable approach to managing children's behaviour
- implement an effective system for organising and maintaining records so they are available upon request
- ensure all relevant information about individual children is obtained to ensure the individual needs of all children are met.

On 7 January 2026, we visited the provider to monitor the actions set. We found that the

provider had improved their knowledge and understanding of child protection procedures and are now aware of how to escalate concerns to other professionals. We found that they had completed relevant child protection training to meet the requirements of the early years foundation stage. We found that they had developed the supervision for when children are eating to support children's safety. We also found that they had taken steps to ensure there is a consistent approach to supporting children's behaviour. We found that they have reorganised their records so they are easily accessible. In addition, we found that they have renewed their registration forms and understanding of relevant information that needs to be gained before children start with them, to ensure that the needs of each child can be met.

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](#).