

Complaint about childcare provision

Ref: 251714/6175048

Date: 22 December 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 9 September 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, whistleblowing and concerns about children's safety and welfare

- On 21 November 2025, we carried out a regulatory telephone call. 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 11 December 2015:
- ensure the designated safeguarding lead and committee members promptly take appropriate action if an allegation is made against a staff member.
- update setting's safeguarding policy to include: the action to be taken when there are safeguarding concerns about a child: The action to be taken in the event of an allegation being made against a member of staff.
- ensure leaders take concerns about poor or unsafe practice seriously and take appropriate action promptly.
- ensure the designated safeguarding lead informs the relevant agencies including Ofsted when an allegation is made against a staff member.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 17 December 2025, we found that the provider had met the actions set in the welfare requirement notice. We found that the provider had improved their knowledge and understanding of safeguarding and whistleblowing procedures. The provider has updated their safeguarding and whistleblowing policies and procedures to reflect this which ensures leaders and staff members understand their safeguarding duties.

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](#).