

Complaint about childcare provision

Ref: 253312/6120972

Date: 26 August 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 11 August 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, suitable people, supporting and understanding children's behaviour and information and record keeping.

On 7 August 2025, the provider notified us about matters relating to the same requirements.

On 15 and 22 August 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put some of this right. The provider has ensured that everyone working with children has received training around whistleblowing procedures, manual handling, respectful care, and safeguarding training. This ensures that children are cared for appropriately and should there be any concerns staff know the correct procedures to follow.

We also found the provider was not meeting some of the requirements. We have issued actions for the provider to take

Actions needed by 29 August 2025

ensure that any concerns about children's safety or welfare, are immediately notified to the

local authority children's social care team, in line with local reporting procedures.

The provider responded appropriately to the action set.

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](#).