

Complaint about childcare provision

Ref: 2543290/6075085

Date: 6 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 20 June 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, supporting and understanding children's behaviour, information and record keeping.

On 22 and 23 July 2025, we carried out regulatory telephone calls. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 6 August 2025:

- improve staff knowledge on information sharing procedures so that parents and carers are informed of all incidents relating to their children.

On 28 July 2025, the provider responded to the action set. We found that the provider had reviewed and strengthened procedures relating to incident reporting and communication with parents. All staff have received training to improve their knowledge and understanding of these procedures.

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](#).

