

Complaint about childcare provision

Ref: 254428/6175533

Date: 5 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 03 October 2025, the provider notified us about matters relating to staff: child ratios, risk assessment and safeguarding policies and procedures. 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 allegations made against a member of staff.

On 26 November 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 this right. Risk assessments had been improved to strengthen the supervision of children.

During the telephone call, we also found the provider was not meeting some other requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 19 December 2025:

- devise an appropriate safeguarding policy, which clearly outlines the action to be taken when an allegation is made against a member of staff
- ensure the designated safeguarding lead has the necessary knowledge and skills to manage allegations made against a member of staff
- ensure that relevant information is accurately recorded and maintained to support the safe and efficient management of the setting.

We will monitor the provider's response to ensure the action is successfully completed. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

On 03 December 2025, the provider responded to the actions set. We found that the provider has amended the safeguarding policy to clearly outline the actions to be taken when an allegation is made against a member of staff. The designated safeguarding lead has strengthened their knowledge to manage allegations made against a member of staff. In

addition, the provider has put measures in place to ensure that relevant information about the setting is properly recorded and maintained. 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](#).