

Complaint about childcare provision

Ref: 2553552/6133596

Date: 3 October 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 26 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, supervision of staff, supporting and understanding children's behaviour and information and record keeping.

On 30 September 2025, we carried out a regulatory telephone call. 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 13 October 2025:

- ensure that all staff including the designated safeguarding lead are trained to understand the procedures to follow in the event of an allegation, in line with the guidance of the local safeguarding partners.

On 9 October 2025, the provider responded to the action set. We found that the provider has taken appropriate steps and training, to ensure that all staff including the designated safeguarding lead understand the procedures to follow to escalate allegations to the local authority. These improvements help to ensure children's welfare. 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.