

Complaint about childcare provision

Ref: 2568538/5973679

Date: 27 March 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 5 March 2025, we received concerns that the provider was not meeting requirements relating to Supporting and understanding children's behaviour, Information and record keeping, Staff: child ratios, and Safety and suitability of premises, environment and equipment.

On 19 March 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 31 March 2025:

- ensure that there is an appropriate behaviour management policy in place that all staff understand and follow consistently.

On 2 April 2025, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of supporting and understanding children's behaviour. The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).