

Complaint about childcare provision

Ref: 2573661/6205567

Date: 18 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 7 November 2025 we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, supporting and understanding children's behaviour and information and record keeping.

On 10 November 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider. The provider will be able to give parents further information about this.

Actions needed by 25 November 2025:

- improve knowledge to ensure that the safeguarding policy is implemented in a timely manner, with a particular reference to ensuring that any allegations are reported to the appropriate agencies

The provider has taken suitable steps to meet the action. They have completed research and training to improve their knowledge allegations and local procedures. 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](#).

