

Complaint about childcare provision

Ref: 2594626/6193509

Date: 19 November 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 28 October 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, whistleblowing, suitable people, supervision of staff, staff: child ratios.

On 14 November 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

The provider will be able to give parents further information about this.

Actions needed by 12 December 2025:

- ensure the premises are safe and suitable for children
- ensure robust risk assessments are implemented to reduce the risk of harm to children
- provide appropriate safeguarding training for all staff and ensure they have a secure understanding of how to implement the safeguarding policies and procedures
- ensure all staff understand and follow the correct whistleblowing procedures
- ensure all staff have a thorough induction and the appropriate training and knowledge to fulfil their role
- implement a robust programme of supervision, coaching and mentoring for staff.

On 17 December 2025, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last regulatory visit. We found that the provider has worked with leaders and staff to implement secure safeguarding and whistleblowing procedures. The provider has ensured that the

premises are safe for children and risk assessments are in place to inform staff practice. Robust procedures have been implemented for staff supervision and staff have received the training they need to fulfil their role.

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](#).