

Complaint about childcare provision

Ref: 2617020/6001442

Date: 19 June 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 8 April 2025, the provider notified us about matters relating to concerns about children's safety and welfare. 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 significant incidents.

On 21 May 2025, we received concerns that the provider was not meeting requirements relating suitable people, safeguarding policies and procedures and supporting and understanding children's behaviour.

On 3 June 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.

Actions needed by 27 June 2025

- develop a secure awareness of the roles and responsibilities of child protection agencies, including the role of local authority designated safeguarding officer
- implement effective procedures to support the management of children's behaviour
- develop an understanding of the 0-25 SEND Code of Practice.

On 24 June 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. In addition, the provider attended training on how to support and understand children's behaviours and reviewed the 0-25 SEND code of practice. 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](#).