

Complaint about childcare provision

Ref: 2637839/5964451

Date: 3 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 19 February 2025, we received concerns that the provider was not meeting some of these requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, information about the child, accident or injury, toilets and intimate hygiene, information for parents and carers and complaints.

On 27 February 2025, we carried out a regulatory phone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has revisited and strengthened how they ensure each point in a complaint received is fully addressed and responded to in full and shared with parents effectively.

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

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](#).

