

Complaint about childcare provision

Ref: 2652548/6090283

Date: 24 October 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 2 October 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures and information and record keeping.

On 6 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 14 October 2025:

- ensure the settings safeguarding policy is in line with local reporting procedures, including the action to be taken in the event of an allegation being made against a member of staff

On 18 November 2025, the provider responded to the action set. We found that the provider had improved their safeguarding policies and procedures to ensure they follow local reporting procedures. 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](#).