

Complaint about childcare provision

Ref: 2652595/6073949

Date: 17 July 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 June 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, suitable people, staff: child ratios, health and changes that must be notified to Ofsted or the relevant childminder agency.

On 15 July 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.

Actions needed by 31 July 2025:

- develop a secure knowledge of safeguarding to understand how to identify and respond to safeguarding concerns appropriately
- ensure that an effective policy and procedure for administering medication is implemented and ensure training has been completed for any medicine which requires medical or technical knowledge
- ensure changes to persons working on the premises are notified to Ofsted within the required timeframe to enable the suitability checks to be completed

On 22 July 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and reviewed medication arrangements. The provider has also updated Ofsted about changes to persons working on the premises. 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](#).