

Complaint about childcare provision

Ref: 2699738/5930694

Date: 10 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 10 January 2025, we received concerns that the provider was not meeting requirements relating to training and skills.

On 5 February 2025, we carried out a regulatory visit. Following this we carried out regulatory telephone calls on 17 April 2025 and 15 May 2025. We found the provider was not meeting some of the requirements. 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 30 May 2025:

- ensure staff are well supported through effective supervision, coaching, and training to address issues as they arise and promote the interest of children.

On 30 May 2025, the provider responded to the action set. We found that the provider had implemented strategies to provide staff with effective supervision, coaching and training to improve children's experiences at the nursery.

We are satisfied the provider has met the safeguarding and welfare action 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](#).