

## **Complaint about childcare provision**

Ref: 2715713/6119843

Date: 24 November 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](http://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 7 August 2025, the provider notified us about matters relating to safeguarding policies and procedures, suitable people, qualifications, training, support and skills. 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 a significant event.

On 8 August 2025, and 19 September 2025, we also received concerns about the same requirements. On 20 November 2025, we carried out a regulatory visit. 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 12 December 2025:

- ensure that practitioners are supported and confident to implement the settings safeguarding policy on an ongoing basis.

On 10 December 2025, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of child protection procedures. 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](#).

