

Complaint about childcare provision

Ref: 2734830/6051185

Date: 2 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 25 May 2005, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, supporting and understanding children's behaviour, and special education needs.

On 29 May 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 11 June 2025:

- ensure all staff and managers recognise where there is an allegation about a staff member and respond promptly to refer concerns about staff behaviours
- ensure staff manage all children's behaviour suitably, fairly and appropriately, to help children feel safe.

On 12 June 2025, the provider responded to the actions set. We found that the provider had supported all staff to improve their knowledge and understanding of how to recognise and refer allegations about staff members in a timely manner. In addition, all staff have received training on how to support and manage children's behaviour effectively and safely. 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](#).