

Complaint about childcare provision

Ref: 2762538/6002030

Date: 30 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 2 April 2025, 20 and 21 May 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, staff: child ratios, safety and suitability of premises, environment and equipment, supporting and understanding children's behaviour and the educational programmes.

On 14 and 30 July 2025, we carried out regulatory telephone calls. We found the provider was not meeting the requirement for safeguarding policies and procedures and has taken action to put this right. The provider has improved their procedures for referring concerns.

The provider will be able to give parents further information about this. 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](#).