

Complaint about childcare provision

Ref: 2770545/6066371

Date: 24 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 11 June 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 1 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. The provider will be able to give parents further information about this.

Actions needed by 16 July 2025:

- ensure an effective policy and procedure is in place regarding the use of mobile phones and cameras, that safeguards children's welfare
- ensure all staff receive effective supervision and coaching, including providing support, advice and guidance regarding any safeguarding issues.

On 15 July 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures regarding the use of mobile phones and cameras, and implemented new procedures to safeguard children's welfare. They have put in place new procedures to provide staff with supervision and coaching, which includes supporting staffs' well-being. The provider has provided staff with further child protection training, to ensure staff have a secure understanding of the procedures to follow regarding allegations against adults.

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](#).