

Complaint about childcare provision

Ref: 2784910/6179871

Date: 6 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 October 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, suitable people, staff: child ratios, supporting and understanding children's behaviour, special educational needs, and information and record keeping.

On 3 November 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 8 December 2025:

- ensure arrangements to support children who have or who may have Special Educational Needs and/or Disabilities (SEND) are effective, including promptly seeking professional advice and guidance, so that children receive the help and support they need to progress

- ensure record keeping is effective, particularly in relation to any safeguarding concerns.

We will monitor the provider's response to ensure the actions are successfully completed.

On 25 November 2025, the provider responded to the actions set. We found that the provider has identified training for staff to help them support children with SEND. This includes training for the role of special educational needs coordinator. The provider has sought guidance and help from their local authority early years team to help them support children with SEND. They have completed training for staff who hold designated safeguarding lead roles. The provider has undertaken audits of safeguarding records. The provider has identified a detailed action plan of how they intend to continue to develop practice in relation to supporting children with SEND and how they will maintain effective record keeping linked to safeguarding.

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](#).