

Complaint about childcare provision

Ref: 301664/6077263

Date: 23 October 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 17 June 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, qualifications, training, support and skills, supporting and understanding children's behaviour and information and record keeping. On 16 September 2025, we received another concern relating to safety and suitability of premises, environment and equipment.

On 14 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 27 November 2025:

- ensure the safeguarding policy includes clear action to be taken in the event of an allegation against a member of staff
- ensure all staff have a secure knowledge of safeguarding practice and are confident to implement the setting's safeguarding policies and procedures.

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