

## **Complaint about childcare provision**

Ref: 308612/6360712

Date: 8 May 2026

### **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](http://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 13 April 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, whistleblowing and suitable people.

On 21 April 2026, 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 15 May 2026:

- put in place and implement policies and procedures to keep children safe that are in line with the guidance and procedures of the relevant LSP and can be explained to parents, carers, and others, such as Ofsted
- ensure that safeguarding policies include whistleblowing procedures and detail the action to be taken following a concern or allegation being made against anyone living, working or looking after children at the premises from which the childcare/childminding is provided.
- demonstrate a secure knowledge and understanding of safeguarding and how to implement it.

On 21 May 2026, the provider responded to the actions set. We found that the provider had changed their policies and procedures to keep children safe and has ensured they are in line with relevant Local Safeguarding Partnerships. The provider has attended safeguarding training and was able to clearly demonstrate suitable knowledge of safeguarding

procedures. She discussed the action she would take if concerned about a child's wellbeing or following an allegation against anyone living, working or looking after children at the premises from which the childminding is provided.

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](#).