

## **Complaint about childcare provision**

Ref: 310498/6013535

Date: 6 June 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](https://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 10 and 17 April 2025, we received concerns that the provider was not meeting requirements relating to; safeguarding policies and procedures, qualifications, training, support and skills, key person, staff:child ratios, health, safety and suitability of premises, environment and equipment and information and record keeping.

On 17 and 22 April 2025, the provider notified us about matters relating to the above requirements. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 4 June 2025 September, we conducted a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has improved staff's knowledge and understanding around safeguarding policies and procedures, including reporting concerns to the appropriate persons without delay. Furthermore, the provider has revisited, the role of key person and the importance of record keeping. This means staff know and understand their roles and responsibilities to keep children safe. 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](#).

