

Complaint about childcare provision

Ref: 311300/6075773

Date: 4 August 2025

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', (EYFS) 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 16 May 2025 we received concerns that this provider might not be meeting some of these requirements. We contacted the local authority designated officer for safeguarding children (LADO). LADO confirmed that the provider was dealing with complaint from a parent. They also said they were satisfied with how the provider had handled the matter. However, they were concerned that the provider had not notified LADO of the incident before investigating the matter themselves. Failure to follow the local safeguarding partners' procedures is a breach of the EYFS under 3.4 Safeguarding policies and procedures and 3.8 Concerns about children's safety and welfare.

We spoke to senior management at the setting on the phone who explained what had happened. They also acknowledged the oversight of not referring the matter to LADO before carrying out their own investigation. They also explained how they had reflected on the situation and learned considerably from the experience. We believe that they are unlikely to make same error again.

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](#).