

Complaint about childcare provision

Ref: 316531/5961737

Date: 31 March 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 February 2025, we received concerns that the provider was not meeting requirements relating to: Safeguarding policies and procedures, Suitable people, Qualifications, training, support and skills and, Supporting and understanding children's behaviour.

On 27 February 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We 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 28 March 2025

- demonstrate knowledge of how to support, understand, and manage children's behaviour in an appropriate way
- demonstrate knowledge and understanding of the procedures to follow in the event of child protection concerns about any children in your care and allegations made about yourself
- demonstrate that you can identify, understand and respond appropriately to signs of possible abuse and neglect
- demonstrate that you have arrangements in place to support children with Special Educational Needs and Disabilities (SEND)

On 11 March 2025, the provider notified us of their wish to resign their registration. They are no longer a registered childcare provider.

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](#).