

Complaint about childcare provision

Ref: 501898/6097271

Date: 12 August 2025

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 15 July 2025, we received concerns that this provider was not meeting some of these requirements. On 12 August 2025, we carried out a regulatory telephone call to the provider. We found that the provider had not followed their safeguarding procedures and notified appropriate agencies in a timely manner when an allegation of possible harm was made. In addition, the provider had not notified Ofsted of the allegations being made. 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](#).