

Complaint about childcare provision

Ref: EY229507/5955117

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 07 February 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 20 May 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has updated their policies and procedures for safeguarding, including the use of mobile phones in the setting. They have also trained staff to understand and implemented these policies and procedures. This supports children's safety children. 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](#).