

Complaint about childcare provision

Ref: EY257949/5984635

Date: 21 May 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 14 March 2025, the provider notified us about matters relating to safeguarding policies and procedures and concerns about children's safety and welfare. 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 a significant events.

On 19 May 2025, we conducted a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. 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.

On 6 June 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. In addition, leaders have been provided staff with a revised copy of the safeguarding policy and staff have attended refresher training. This has enhanced their understanding of how to keep children safe. We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).