

Complaint about childcare provision

Ref: EY258610/6043113

Date: 16 July 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 16 May 2025, we received concerns that the provider was not meeting requirements relating to information and record keeping, key person, supporting and understanding children's behaviour.

On 15 July 2025, we carried out a regulatory telephone call with the provider. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 23 July 2025:

- ensure that confidential information about children is only made available or shared with those who have a right to know
- improve partnership with parents and/or carers with an aim to build professional relationships between them.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 21 July 2025, the provider responded to the actions set. We found that the provider had improved their procedures for confidentiality to ensure that information about children is only made available or shared with those who have a right to know. In addition, we found that the provider had taken action to improve procedures for how she works in partnership with parents and/or carers. 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](#).