

Complaint about childcare provision

Ref: EY260945/6080181

Date: 11 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 <http://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 26 June 2025, we received concerns that the provider was not meeting requirements relating to staff-to-child ratios, safety and suitability of premises, environment and equipment, changes that must be notified to Ofsted.

On 27 June and 10 July 2025, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements around safeguarding policies and procedures. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 25 July 2025:

- ensure that safeguarding and whistle-blowing policies and procedures are in line with the statutory framework for the early years foundation stage and the local safeguarding partnership
- ensure all staff understand the revised safeguarding policy and procedures and have up to date knowledge of safeguarding issues.

On 24 July 2025, the provider responded to the actions set. We found that the provider had updated the safeguarding and whistleblowing policies to align with the statutory framework for the Early Years Foundation Stage and the local safeguarding partnership. Staff have refreshed their understanding of the revised policies to ensure they have up-to-date knowledge of safeguarding issues. 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](#).