

Complaint about childcare provision

Ref: EY261598/6068192

Date: 25 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 13 June 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, supporting and understanding children's behaviour and changes that must be notified to Ofsted or the relevant childminder agency.

On 13 and 17 June 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. Leaders have confirmed that they understand and know the correct action to take should any concerns be received against adults working with children. This ensures that children are safeguarded as contact with other agencies is made in a timely manner.

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](#).

