

Complaint about childcare provision

Ref: EY272250/5945769

Date: 20 March 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 30 January 2025 and 12 February 2025, we received concerns that the provider was not meeting requirements relating to Suitable people, Safeguarding policies and procedures, Safety and suitability of premises, environment and equipment and Information and record keeping.

On 13 March 2025, we carried out a regulatory visit. We found that the provider's safeguarding policy is in line with the procedures of local safeguarding partners and that staff understand how to implement this. Managers and staff understand their responsibility to report any concerns they may have about a colleague's conduct.

The provider ensures the ongoing suitability of staff to work with children. Risk assessments inform staff practice to ensure the safety and welfare of children. However, we found that the provider had failed to notify Ofsted of a significant event, which is requirement of their registration. 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](#).