

Complaint about childcare provision

Ref: EY314264/6025627

Date: 18 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 29 April 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, staff:child ratios, qualifications, training, support and skills and safety and suitability of premises, environment and equipment. On 6 May 2025, the provider notified us about matters relating to safeguarding policies and procedures and qualifications, training, support and skills. 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 significant events.

On 17 June 2025, we carried out a regulatory visit and on 18 June 2025, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements and had taken action to put this right. The provider has provided additional training to all staff to support them to understand and to consistently follow the safeguarding policy and procedures.

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](#).