

Complaint about childcare provision

Ref: EY361378/6104316

Date: 20 August 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 22 July 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, staff: child ratios, suitable people and safety and suitability of premises, environment and equipment.

On 14 August 2025, we carried out a regulatory visit. 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 1 September 2025:

- ensure children are adequately supervised within sight or hearing at all times, especially when away from the home environment
- improve and update the safeguarding policy to ensure it clearly shows the action to be taken when there are concerns about a child or in the event of an allegation being made
- improve knowledge and understanding of the notifications that need to be made to Ofsted.

On 1 September 2025, the provider responded to the actions set. We found that the provider had taken appropriate steps to ensure children are supervised within sight and / or hearing at all times. The provider had reviewed and updated their safeguarding policy to ensure the action to be taken is clear. They had also completed some training to ensure they understand the notifications they must make to Ofsted. 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](#).