

## **Complaint about childcare provision**

Ref: EY362554/6108257

Date: 3 September 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](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 09 August 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare. In addition, on 22 August 2025, the provider notified us about matters relating to safeguarding policies and procedures. 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 events that may affect the suitability of those who work with children.

On 03 September 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. For example, the provider has improved the procedures for allegation management. Staff have developed their understanding of the procedures to follow to make referrals to the local authority designated officer (LADO).

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.