

Complaint about childcare provision

Ref: EY363185/5978453

Date: 17 July 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 7 March 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures. On 31 March 2025, the provider notified us about matters relating to the same requirements.

On 3 July 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 8 August 2025:

- implement robust, written safeguarding policies and procedures that clearly set out what managers and staff should do to keep children safe
- ensure staff use appropriate and consistent behaviour strategies to manage children's behaviour effectively.

On 7 August 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. Furthermore, the provider has also improved staff knowledge and strategies to support children's behaviour positively.

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.