

Complaint about childcare provision

Ref: EY407683/6023948

Date: 12 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 28 April 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 12 June 2025, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements and had taken action to put this right. The provider has received support from the local authority to ensure that they follow the correct reporting procedures going forward and has booked additional safeguarding training for them and their assistants. The provider failed to inform Ofsted of a significant event as required, although they know to do so in the future. 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](#).