

Complaint about childcare provision

Ref: EY408938/6171304

Date: 2 December 2025

Summary of outcome

All early years providers 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 3 November 2025, the provider notified Ofsted about matters relating to safeguarding and welfare 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 significant events. On 3 November 2025, we received a concern about the same matter.

On 25 November 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 completed a full review of their policies and procedures for safeguarding and welfare, particularly for risk assessments and staff deployment. They have also reinforced their priority to ensuring there is a strong focus on supporting communication between staff and parents. This includes clear reference to drop off and collection procedures. These measures support children's safety at the setting.

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](#).