

## **Complaint about childcare provision**

Ref: EY417589/6002171

Date: 8 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-foundationstage-framework--2](https://www.gov.uk/government/publications/early-years-foundationstage-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 April 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare.

On 8 August 2025, we carried out a regulatory telephone call. We found that the provider had followed appropriate safeguarding procedures and liaised with the local authority safeguarding partners to ensure children's safety. However, the provider failed to notify Ofsted of any allegations of serious harm or abuse by anyone living, working, or looking after children at the premises, which is a requirement of their registration. 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](#).