

Complaint about childcare provision

Ref: EY428422/6078974

Date: 15 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 23 June 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, supporting and understanding children's behaviour, Safeguarding training, supervision of staff, Food and drink, Special educational needs and information for parents and carers.

On 10 September 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 26 September 2025:

- improve knowledge to identify when an allegation is made against a member of staff and take steps to report these concerns to the appropriate local safeguarding partners without delay.

On 23 September 2025, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of child protection procedures, through attendance at specific training. The provider has also taken steps to update their related policies and procedures in line with local safeguarding procedures. The information gathered suggests that the provider is now meeting the requirements of their registration. We are satisfied the provider has met the safeguarding and welfare action 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](#).