

Complaint about childcare provision

Ref: EY435589/6069968

Date: 29 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 13 June 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures; concerns about children's safety and welfare; qualifications, training, support and skills; staff:child ratio; supporting and understanding children's behaviour.

On 17 July 2025, we carried out a regulatory telephone call and on 22 July 2025 we received further information from the provider via email. We found the provider was not meeting some of the requirements and had taken actions to put this right. The provider had improved effectiveness of induction process for new staff. They had ensured that all staff attend refresher training for supporting and understanding children's behaviour. This helps to ensure that staff consistently use appropriate strategies to manage children's behaviour in a positive way.

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](#).