

Complaint about childcare provision

Ref: EY478773/6037834

Date: 17 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 12 May 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare.

On 15 July 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 30 July 2025:

- ensure staffing arrangements meet the needs of all children
- ensure staff understand their roles and responsibilities regarding the management of children's behaviour.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 31 July 2025 we monitored the provider to ensure compliance with the actions set. We found that the provider had improved the deployment of the staff, including staff interactions with the children. Additionally, staff have completed training to support them to understand their roles and responsibilities regarding the management of children's

behaviour. 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](#).