

Complaint about childcare provision

Ref: EY480297/6151443

Date: 26 October 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 September 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures and suitable people.

On 21 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 4 November 2025:

- ensure that recruitment checks are carried out for all staff to ensure that they are suitable, including having an up-to-date enhanced Disclosure and Barring Service (DBS)
- ensure all staff receive regular and effective supervisions to help them fully understand all aspects of their roles and responsibilities.

On 26 October 2025, the provider responded to the actions set. We found that the provider had carried out the required recruitment checks and implemented effective staff supervision. This helps to ensure staff are suitable and understand their roles and responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).