

Complaint about childcare provision

Ref: 2728711/6092738

Date: 13 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-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 9 July 2025, 11 July 2025 and 14 July 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, qualifications, training, support and skills, key person, supporting and understanding children's behaviour, and information and record keeping.

On 8 August 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has taken steps to improve the arrangements for parents collecting children. Staff have undertaken training to develop their knowledge and understanding of their key person roles and responsibilities. Leaders and managers have enhanced the monitoring of staff practice to ensure the improvements become embedded and are maintained. Additionally, the provider has put strategies in place to better support children's behaviour, particularly during transitions throughout the day. They have also taken steps to improve the recording of key information, such as accident forms, which supports good communication about children's welfare with parents.

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](#).