

Complaint about childcare provision

Ref: 2598681/6010821

Date: 23 April 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 11 April 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios, accident or injury, safety of premises, safety on outings, qualifications, training, support and skills.

On 16 April 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 within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 1 May 2025:

- ensure all staff receive relevant training to make sure they have an up-to-date knowledge of safeguarding issues and understand the settings safeguarding policy and procedures
- ensure any information received from parents regarding children's special dietary requirements, food allergies and any special health requirements, is available to staff to ensure they can meet their individual needs
- ensure any bedding or mattresses used are suited to the age of the child and they are placed to sleep safely in line with the latest government safety guidance.

We will monitor the provider's response to ensure the actions are successfully completed.

On 1 May 2025, the provider responded to the actions set. We found the provider had improved their procedures to ensure all staff receive appropriate safeguarding training and understand the settings policies and procedures. The provider had also improved the procedures to manage allergies and ensure relevant information is available to staff. Additionally, the provider had reviewed their sleeping policies and procedures in line with government guidance. 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](#).