

Complaint about childcare provision

Ref: 200502/6036691

Date: 25 June 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 May 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, suitable people and supporting and understanding children's behaviour.

On 18 June 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. The provider has taken some action to put this right as they have reviewed the staffing team. However, we have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 2 July 2025:

- report safeguarding concerns about children's safety or welfare, in a timely manner to the relevant local authority safeguarding team
- ensure leaders gain a secure understanding of safeguarding policies and procedures, including being able to identify signs of possible abuse and neglect, including concerning comments from children
- maintain records so the relevant information can be shared with Ofsted
- inform Ofsted of significant events which are likely to affect the suitability of any person who cares for children on the premises.

On 16 July 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures, including recording significant information and reporting it to the relevant local authority safeguarding team and Ofsted. 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](#).