

Complaint about childcare provision

Ref: 2537231/6101362

Date: 19 September 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 13 July, 28 August and 3 September 2025 we received concerns that the provider was not meeting requirements relating to staff: child ratios, qualifications, training, support and skills and health.

On 9 September 2025, the provider notified us about matters relating to an accident that had occurred at the setting. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any serious accident or injury to any child while in their care.

On 9 September 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 25 September 2025:

- ensure that safeguarding policies and procedures are followed appropriately, including notification to Ofsted and liaison with other professionals should an allegation of harm be made against a member of staff at the setting

- maintain accurate records of any safeguarding concerns and any action taken
- ensure that you respond appropriately to children who have accidents or injuries and seek medical attention without delay when this is needed.

On 26 September 2025, we visited the setting and found the provider had met some of the safeguarding and welfare actions but not others. The provider had taken effective action to ensure that all safeguarding concerns and any action taken is recorded appropriately. In addition, staff are now clear on how they should respond should a serious accident or injury occur at the setting.

During the visit, we found that the provider had not met the action in relation to safeguarding policies and procedures. As a result, a further welfare requirements notice was served.

Action needed by 13 October 2025:

- ensure that safeguarding policies and procedures detail the correct action to take should an allegation of harm be made against a member of staff at the setting and that these are fully understood by all staff.

The provider has now responded to the action set. 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](#).