

Complaint about childcare provision

Ref: 2637884/5986665

Date: 9 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-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 17 March 2025 we received information that the provider was not meeting some of these requirements. In addition, on 17 March 2025 the provider notified us of an incident that 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 significant events.

On the 4 April 2025 and 8 April 2025 we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken action to put this right. Staff have received training around the supervision of children and the need to ensure that they are correctly deployed to keep children in sight and hearing. In addition, provision has been made to ensure that staff can talk to parents and/or carers confidentially.

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](#).