

Complaint about childcare provision

Ref: EY556083/6118071

Date: 20 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 7 August 2025, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, supervision of staff, staff: child ratios, accident or injury, risk assessment, information and record keeping, information for parents and carers, complaints and changes that must be notified.

On 13 August 2025, we carried out a regulatory visit and found the provider was not meeting some of these requirements. Following the visit, we served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. We also found that the provider had failed to notify Ofsted and the local authority designated officer of an allegation of harm to a child. The provider will be able to give parents further information about this.

Actions needed by 22 September 2025:

- ensure safeguarding policies and procedures are followed appropriately, particularly regarding what to do should there be an allegation about an adult who may have harmed a child and who this needs reporting to
- ensure all reasonable steps are taken to ensure staff and children in your care are not exposed to risks and demonstrate how you are doing 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](#).