

Complaint about childcare provision

Ref: EY381404/6154518

Date: 14 November 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 September 2025, we received concerns that the provider was not meeting requirements relating to smoking and vaping, supporting and understanding children's behaviour, special educational needs, accident or injury, organising premises for confidentiality and safeguarding and information for parents and carers.

On 11 November 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 November 2025:

- ensure safeguarding policies and procedures are implemented effectively and concerns about children's safety and/or welfare are recorded accurately so that action can be taken to safeguard children
- ensure all concerns about children's safety or welfare are reported to local authority children's social care teams immediately, and in line with local reporting procedures.

On 27 November 2025, we carried out a regulatory visit. We found that the provider has improved how they record and monitor concerns about children's safety and/or welfare. They have improved the procedures so that concerns are reported to the local authority children's social care teams in line with local reporting procedures.

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](#).