

Complaint about childcare provision

Ref: 2638680/6101589

Date: 1 October 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 21 July 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 01 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 15 October 2025:

- ensure that all staff, including those with designated safeguarding responsibilities, fully understand and implement the setting's safeguarding policies and procedures, particularly in respect of managing allegations about adults who work with children
- ensure the nominated individual has effective oversight of the setting so that it is managed effectively and managers understand how to fulfil their roles and responsibilities
- ensure that records are clear, accurate, sufficiently detailed and easily accessible and available to those who have a right or professional need to see them, particularly records relating to staff suitability checks and allegations.

We will monitor the provider's response to ensure the actions are successfully completed.

On 15 October 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures, including ensuring that paperwork is in order and easily available. We are satisfied the provider has met the safeguarding and welfare actions raised.

The provider is still registered with Ofsted.

The provider will be able to give parents further information about this.

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](#).