

Complaint about childcare provision

Ref: 2634281/6075751

Date: 2 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 the 17 June 2025, we received concerns that the provider was not meeting requirements relating to safeguarding procedures.

On the 19 August 2025 we received concerns that the provider was not meeting requirements relating to accident or injury.

On 2 September 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right.

The provider has improved their knowledge of information sharing with other agencies, to help safeguard children. In addition, the provider has reviewed and improved training and coaching for staff to help them follow procedures to report safeguarding concerns effectively. In addition, the provider has improved training for staff to help ensure a written record of accidents or injuries and first aid treatment is kept.

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](#).

