

Complaint about childcare provision

Ref: 2802560/6147975

Date: 1 December 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 1 September 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare. On 10 September 2025, the provider notified us about matters relating to concerns about children's safety and welfare. 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 matters affecting the welfare of children.

On 1 December 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 19 December 2025:

- ensure leaders and the designated safeguarding lead follows the settings safeguarding policies and procedures, in a swift and timely manner, in line with the local safeguarding partners procedures.

The provider took satisfactory action to address the action set. The provider reviewed their safeguarding procedures and ensured all designated safeguarding leads completed a safeguarding refresher course with the local authority. 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](#).