

Complaint about childcare provision

Ref: 2508021/5847616

Date: 3 March 2025

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 8 October 2024, we received concerns that this provider was not meeting some of these requirements. On 7 January 2025 we carried out a regulatory telephone phone call to the provider to discuss the concerns. We found that the provider had not recognised when to follow a suitable procedure in relation to information which raised concern about an adult working with children. We issued the provider with a notice to improve asking them to take the following actions to meet requirements.

Actions needed:

- ensure that any concerns about the behaviour of adults working with children are recognised and responded to swiftly and appropriately in line with the guidance and procedures of the local by 31 January 2025
- follow suitable procedures to ensure the ongoing suitability of adults working with children safeguarding partner by 31 January 2025

The provider will be able to give parents further information about this. We are satisfied with the action that the provider has taken. 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](#).