

Complaint about childcare provision

Ref: 101597/6153161

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 16 and 29 September 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 30 September 2025, we carried out a regulatory telephone call. 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 3 October 2025:

- ensure that staff with responsibility for safeguarding have the knowledge and understanding they need to identify and report concerns about the welfare of children
- implement effective safeguarding policies and procedures in line with local safeguarding partnership protocols, to keep children safe.

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

We also suspended the provider's registration on 30 September 2025 because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 8 October 2025, we carried out a regulatory visit. We found that the provider had improved their knowledge and understanding of child protection procedures. The information gathered suggests that the provider is now meeting the requirements of their registration. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 9 October 2025, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of

harm to children has been removed.

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](#).