

Complaint about childcare provision

Ref: EY539177/5981696

Date: 20 May 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 12 March 2025, the provider notified us about an incident relating to Safeguarding policies and procedures. 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 any significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 8 April 2025 and 20 May 2025 we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements.

Actions needed by 3 June 2025:

- ensure the designated officer understands their role and responsibilities
- ensure the setting safeguarding policy is in line with the Local Safeguarding partners (LSP) procedures
- implement the setting safeguarding policy and procedure when there are concerns about children to ensure their safety and welfare.

The provider returned a suitable response to the actions set. They have reviewed their policy to ensure it is more robust and implemented their safeguarding procedures. Additionally, the designated safeguarding lead is completing training specific to their role. All staff have received updated safeguarding training.

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](#).