

## **Complaint about childcare provision**

Ref: 100540/5859556

Date: 26 February 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](http://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 17 October 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, information and record keeping, suitable people, safety and suitability of premises, environment and equipment.

On 23 January 2025, the provider notified us about safeguarding policies and procedures, suitable people, safety and suitability of premises, environment and equipment, supporting and understanding children's behaviour. 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 a significant event.

On 25 February 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. We found that the provider has improved staff's understanding of safeguarding procedures to ensure any concerns are referred to the appropriate safeguarding lead swiftly to ensure the safety and well-being of children. In addition, we found that the provider has improved their understanding of meeting the requirement for informing Ofsted of all significant events in a timely manner. We also found that the provider has improved staff's awareness of supporting and understanding children's behaviour to ensure their needs are met.

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.