

Complaint about childcare provision

Ref: 253203/5962400

Date: 31 March 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 17 February 2025, we received a notification from the provider that indicated they may not have met requirements relating to the implementation of safeguarding policies and procedures. The notification from the provider means that they met their legal responsibilities as outlined in the Statutory Framework for the Early Years Foundation Stage. On 21 February 2025, concerns were raised in relation to this same matter.

On 19 March 2025, we carried out a regulatory telephone call to the nursery. We found that, at the time of the incident, the nursery had not fully implemented their policies and procedures for the safeguarding of children. Since the incident, the provider has taken suitable action to ensure staff have a clear knowledge and understanding of these policies and procedures and can implement them effectively.

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](#).