

Complaint about childcare provision

Ref: 2739601/5957956

Date: 2 April 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 February and 17 March 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedure, qualifications, training, support and skills, staff: child ratios, health, information and record keeping.

On 31 March 2025, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 16 January 2025:

- ensure that all staff fully understand the safeguarding policy and procedures, specifically in relation to the use of mobile phones.

On 7 April 2025, the provider responded to the action set. We found that the provider had taken steps to improve staff's knowledge and understanding of the procedures for the use of mobile phones. We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).