

Complaint about childcare provision

Ref: 2673853/6089101

Date: 27 August 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 2 July 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, qualifications, training, support and skills.

On 21 July 2025, the provider notified us about a significant event. 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 is in regular contact with children on the premises where childcare is provided.

On 19 August 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider met their duty to make a referral to the Disclosure and Barring Service. This helps to ensure that children's welfare is safeguarded.

In addition, the provider took appropriate action to liaise with the Information Commissioner's Office (ICO). The provider has acted on recommendations from the ICO and improved security measures to protect staff's personal information.

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.