

## **Complaint about childcare provision**

Ref: EY547358/6049026

Date: 15 July 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 22 May 2025, we received concerns that the provider was not meeting requirements relating to special educational needs.

On 15 July 2025 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take

Actions needed by 10 September 2025

- ensure all staff, including leaders, know and understand the local safeguarding children partnership processes, including an understanding of the referral processes to follow when there are concerns about a child

On 05 September 2025, the provider responded to the action set. We found that the provider had improved their knowledge of the local safeguarding children partnership processes. They have provided further training to staff and have updated their safeguarding policy. We are satisfied the provider has met the safeguarding and welfare actions 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](#).