

Complaint about childcare provision

Ref: EY412126/6118332

Date: 15 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 23 July 2025, we received concerns that the provider was not meeting requirements relating to children's safety and welfare, training, support and skills and changes that must be notified to Ofsted.

On 14 August 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We also found the provider had not met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of concerns about children's safety and welfare.

Actions needed by 12 September 2025:

- train all staff, including the designated safeguarding lead roles to identify and act on safeguarding concerns swiftly and in line with the local safeguarding partners reporting procedures
- strengthen supervision systems to support staff in resolving challenges and enhancing their professional impact

The provider took satisfactory action to address the actions set. The provider has ensured staff have completed safeguarding training to enable them to understanding the reporting procedures to follow in line with local safeguarding partner. The provider has also taken action to strengthen staff supervision systems to include specific areas of focus such as behaviour and conflict resolution. 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](#).