

## **Complaint about childcare provision**

Ref: 2724772/6181326

Date: 19 November 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 15 October 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, whistleblowing, concerns about children's safety and welfare, risk assessment, accident or injury, complaints and staff deployment.

On 7 November 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. Risk assessments are now in place, specifically around moving furniture, to help minimise the risks to children.

During the visit, we also found the provider was not meeting some other requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 1 December 2025:

- keep a written record of any complaints and their outcome.

We will monitor the provider's response to ensure the action is successfully completed.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

On 01 December 2025, the provider responded to the actions set. We found that the provider has improved its complaints procedure, ensuring all complaints and outcomes are recorded. 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](#).