

Complaint about childcare provision

Ref: 2689053/6152092

Date: 18 December 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 September 2025, we received concerns that the provider was not meeting requirements relating to accident or injury, staff: child ratio, complaints and information for parents and carers.

On 8 and 10 December 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the 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 17 December 2025:

- ensure that all staff are aware of the settings whistleblowing policy and are confident to report concerns, in a timely manner, about the practice of another member of staff in line with the local safeguarding partnership procedures
- ensure that all reasonable steps are taken to safeguard children from risks, and put in place robust risk assessments that are understood and implemented by all staff
- ensure staffing arrangements meet the needs of all children and ensure their safety through the effective deployment of staff
- ensure all children have access to daily outdoor play activities
- ensure all accident forms are completed as required and accurate information is shared with parents.

On 12 December 2025, the provider responded to the actions set. We found the provider has worked with all staff to ensure they understand how to implement the settings whistleblowing policy should they have a concern about any member of staff working at the setting. The provider is rewriting all risk assessments and ensuring staff understand how to use these in practice. In addition, the provider has ensured staff are always deployed effectively, thus ensuring children have access to daily outdoor play. The provider has also ensured staff are fully aware of how to complete accident forms accurately and in a timely

manner. 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](#).