

Complaint about childcare provision

Ref: 2556444/6151700

Date: 17 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 8 September 2025, the provider notified us about matters relating to safeguarding policies and procedures, concerns about children's safety and welfare, supporting and understanding children's behaviour, and changes that must be notified to Ofsted. 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 significant events.

On 22 September 2025, we also received concerns that the provider was not meeting the requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, and supporting and understanding children's behaviour.

On 29 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This was a legal notice that required the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 17 November 2025:

ensure appropriate suitability checks, including an enhanced criminal records check, has been obtained for every person aged 16 and over and any person who provides personal care

take all reasonable steps to ensure risk assessments identify all aspects of the environment that need to be checked on a regular basis, and how the risk will be removed or minimised so that children are not exposed to risks

ensure all leaders and managers comply with other legal duties such as data protection legislation to guarantee children's privacy is protected

keep a written record of any complaints, and ensure the person who made the complaint is notified of the outcome of the investigation within 28 days of having received the complaint

ensure the safeguarding policy and procedures are in line with the guidance and procedures

of the local safeguarding partners and include the action to take when there are safeguarding concerns about the welfare of children or allegations against a member of staff

ensure the designated safeguarding lead undertakes training that enables them to develop and implement safeguarding policies and procedures so that staff have the knowledge and understanding of how to respond to any safeguarding concerns

take steps to ensure that in the event of a concern about any children's safety and welfare the relevant local authority children's social care team are notified without delay

demonstrate procedures to ensure that staff members only work directly with children if medical advice confirms that the medication is unlikely to impair the staff member's ability to care for children.

On 20 November 2025, we carried out a further regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at the last regulatory visit.

We found the provider had ensured that no staff member without an enhanced criminal records check was working in the setting. They had put additional safety measures in place to ensure that risk to children have been removed.

Revised policies and procedures are in place, including data protection to guarantee children's privacy. A written record of complaints is now in place and leaders demonstrate a good knowledge of the procedure to provide an outcome of any investigation to the complaint within 28 days.

Leaders have provided all staff with additional safeguarding training, including training for the designated safeguarding lead. The safeguarding procedures have been updated and are in line with the procedures of the local safeguarding partners.

New procedures have been implemented to ensure medical advice is obtained should staff be prescribed medication.

However, we found that the provider had not implemented the safeguarding policy and procedures. We have therefore served another welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 12 December 2025.

ensure the safeguarding policy and procedures are effectively implemented and that the

relevant action is initiated in the event of a safeguarding concern.

On 16 December 2025, we carried out a further regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare action raised at the last regulatory visit. We found that the safeguarding procedures have been revisited by all staff. Leaders are now familiar with the relevant action to take in the event of a safeguarding concern. 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](#).