

Complaint about childcare provision

Ref: 113717/6201332

Date: 2 February 2026

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 4 November 2025, we received concerns that the provider was not meeting requirements relating to training and skills, supporting and understanding children's behaviour, and special educational needs.

On 29 January 2026, 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. Staff have received further training to support their understanding of managing children's behaviour, including when caring for children with barriers to their learning.

Additionally, during the regulatory visit on 29 January 2026, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. In relation to the new areas of concern, we have served a 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.

Actions needed by 19 February 2026:

- provide the necessary information in order for Ofsted to check the suitability of trustees.

On 23 February 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare action. We found that the provider had started the process of providing Ofsted with the required information to conduct the necessary checks for new trustees. 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](#).