

Complaint about childcare provision

Ref: 145145/6312366

Date: 19 March 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 February 2026, we received concerns that the provider was not meeting requirements relating to suitable people, safeguarding policies and procedures, toilets and intimate hygiene and supporting and understanding children's behaviour.

On 25 February 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We suspended the provider's registration on 25 February 2026 because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 11 March 2026, we carried out a regulatory telephone call. We lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. However, we found the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 13 March 2026:

- ensure appropriate procedures are followed to keep children safe from harm, particularly when safeguarding concerns are raised
- ensure the correct safeguarding procedures are followed in the event of any allegations of serious harm or abuse.

On 13 March 2026, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of their safeguarding role and responsibilities. They had updated their policies to ensure these include the correct procedure to follow in the event of any allegations or concerns about a child. The

information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).