

Complaint about childcare provision

Ref: 219766/6402119

Date: 22 June 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 15 May 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, supporting and understanding children's behaviour, safety on outings, staff:child ratios and suitable people.

On 5 June 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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 29 June 2026:

- be alert to any issues of concern in a child's life at home or elsewhere
- ensure you meet your responsibility to refer any concerns when another childminder does not continually meet the requirements of registration
- model and promote positive behaviour management to ensure that all children you come into contact with are kept safe
- develop a clear understanding of your roles and responsibilities to ensure all children are safe.

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).