

Complaint about childcare provision

Ref: 220155/6129031

Date: 8 January 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 19 June, 17 July, 15 August, and the 17 and 27 November 2025, the provider notified us about matters relating to safeguarding policies and procedures, suitable people, qualifications, training, support and skills, safeguarding training, staff: child ratios, supporting and understanding children's behaviour, safety of premises, risk assessment, information and record keeping, information about the child, information for parents and carers 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 6 January 2026, we carried out a regulatory call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has ensured that all staff have completed additional training on behaviour management, the handling of children and safeguarding to be sure that all staff know and understand how to react appropriately to concerns as well as how to support children's behaviour effectively. The provider has ensured that additional checks have been put in place, such as head counts, the use of a whiteboard and registers, to ensure staff know exactly how many children are in the setting and of their whereabouts. The provider will be able to give parents further information about this.

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](#).