

Complaint about childcare provision

Ref: 224495/6383988

Date: 14 May 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 1 May 2026, we received concerns that the provider was not meeting requirements relating to suitable people.

On 7 May 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 May 2026:

- ensure you have a clear understanding of the signs that may indicate someone is not suitable and the risk they may pose to children
- ensure you follow the correct local procedures when concerns arise about someone's suitability
- ensure sufficient records are kept for any significant events or incidents that may occur
- implement effective procedures to check the initial and ongoing suitability of anyone who may come into contact with minded children, including those who may live or work with you.

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](#).