

Complaint about childcare provision

Ref: 2496505/6270097

Date: 20 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 23 Dec 2025, we received concerns that the provider was not meeting some of these requirements relating to suitable people, safeguarding policies and procedures, safeguarding training, risk assessment and changes that must be notified.

On 09 Feb 2026, we received further concerns that the provider was not meeting some of these requirements relating to concerns about children's safety and welfare.

On 19 February 2025 we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has reflected on their practice to improve their knowledge of when to inform Ofsted of any significant events and complete this within a timely manner.

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.