

Complaint about childcare provision

Ref: 251183/6320792

Date: 7 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 3 March 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, health, and changes that must be notified to Ofsted.

On 16 April 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has improved their understanding of how to respond in the event of an allegation being made against anyone living, working or looking after children at her premises. This includes an appropriate procedure for contacting the relevant Local Safeguarding Partners and Ofsted. This helps to ensure children's safety.

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](#).