

## **Complaint about childcare provision**

Ref: 2518232/6331138

Date: 29 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](http://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 12 March 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, whistleblowing, concerns about children's safety and welfare, safeguarding training, staff: child ratios and safety and suitability of premises, environment and equipment. On 23 April 2026, the provider notified us about matters relating to the same requirements.

On 27 May 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 17 June 2026:

- ensure that safeguarding policies and procedures clearly state the action to be taken and who to contact when there are safeguarding concerns about a child
- ensure that all leaders and practitioners have suitable training so they can implement the setting's safeguarding policy and procedures consistently.

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](#).