

Complaint about childcare provision

Ref: 2538877/6279508

Date: 2 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 22 January 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, training and skills, paediatric first aid, staff: child ratios, accident or injury, risk assessment, information and record keeping, information about the child, information for parents and carers, complaints, changes that must be notified to Ofsted.

On 29 January 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.

Actions needed by 12 February 2026:

ensure that whistleblowing procedures include other channels open to staff to raise concerns about poor or unsafe practice in the setting

ensure that key persons understand how to help families engage with more specialist support if needed

ensure arrangements are in place to support all children with special educational needs and/or disabilities (SEND)

determine where it is helpful to make some written risk assessments, particularly in relation to children with SEND, to demonstrate how you are managing risks if asked by parents

ensure there is a regular two-way flow of information sharing with parents and/or carers to make sure the individual needs of all children are met.

We also found the provider was not meeting some of the requirements and had taken action to put this right. The provider has implemented change to accident and/or injury reporting and recording procedures. Also, to ensure that records about children are held securely and accessible to those who have a right to see them.

We will monitor the provider's response to ensure the actions are successfully completed.

The provider is still registered with Ofsted.

On 12 February 2026, the provider responded to the actions set. We found that the provider has updated the whistleblowing procedure to include other channels open to staff to raise concerns as per requirements in the Early years statutory framework. The provider has held a staff meeting to communicate with staff the process to help families engage with more specialist support for their children if needed. They have also improved arrangements to support all children with special educational needs and/or disabilities. This includes regular assessments, monitoring and review to identify any changes to a child's health or wellbeing. Also, to work in partnership with parents to discuss potential risks, any amendments that may be required and to put individualised risk assessments in place where necessary. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).