

Complaint about childcare provision

Ref: 2561737/6255883

Date: 20 April 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 26 November 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios, special educational needs and information for parents and carers.

On 2 April 2026, we carried out a regulatory visit and on 17 April 2026, we carried out a telephone regulatory call. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We also found that the provider was not meeting one of the requirements. We have issued action for the provider to take.

Action needed by 1 May 2026:

- ensure all designated leads for safeguarding are supported to carry out their role and responsibilities effectively, and there is a clear process for liaising with local authority safeguarding partners.

On 2 May 2026, the provider responded to the action set. We found that the provider has improved their procedures so that they are in line with the local safeguarding procedures. In addition, the designated leads for safeguarding have a clear reporting pathway to enable them to carry out their roles and responsibilities effectively. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

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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](#).