

Complaint about childcare provision

Ref: 256187/6329889

Date: 13 July 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 11 March 2026, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures and supporting and understanding children's behaviour.

On 9 April 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 3 July 2026:

- ensure that concerns about children's safety and welfare are notified to the local authority children's social care team in line with local reporting procedures in a timely manner.

We will monitor the provider's response to ensure the action is successfully completed. The provider is still registered with Ofsted.

On 10 July, we visited the provider to monitor the welfare requirements notice. We found that the provider had improved their knowledge and understanding of child protection

procedures. We are satisfied the provider has met the safeguarding and welfare action 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](#).