

Complaint about childcare provision

Ref: 256352/6422603

Date: 1 July 2026

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage (EYFS), 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 June 2026, we received concerns that the provider was not meeting requirements relating to EYFS requirements safeguarding policies and procedures and concerns about children's safety and welfare.

On 19 and 22 June 2026, we carried out regulatory telephone calls. 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 13 July 2026:

- implement safeguarding policies and procedures to ensure that quick and decisive action is taken where a child may be at risk of harm
- ensure that any concerns about children are referred to statutory agencies without delay
- ensure safeguarding training is up to date and renewed every two years.

On 17 July 2026, we carried out an unannounced visit and found that the provider had met the actions set in the welfare requirement notice. The provider has developed their safeguarding policy and improved their knowledge and understanding of child protection procedures. In addition, the provider has booked onto appropriate safeguarding training. 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](#).