

Complaint about childcare provision

Ref: 2579245/6399128

Date: 30 June 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 12 May 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, suitable people, supervision of staff and other legal duties.

On 25 June 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take.

The provider will be able to give parents further information about this.

Actions needed by 6 July 2026:

- ensure that every child's care is tailored to meet their individual needs
- keep a written record of any complaints and their outcome and notify the person who made the complaint of the outcome of the investigation within 28 days of having received the complaint.

On 4 July 2026, the provider responded to the actions set. We found that they have updated the key person and secondary key person allocation and have informed parents and carers of this. They have established a programme of rigorous monitoring to ensure that every child's care is tailored to meet their individual needs. Furthermore, they have updated their procedures to ensure that they keep a written record of any complaints and the outcome of any investigation. The provider notifies the person who made the complaint within 28 days of having received the complaint. 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](#).