

Complaint about childcare provision

Ref: 258408/6312699

Date: 2 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 24 February 2026, the provider notified us about matters relating to risk assessment, safeguarding policies and procedures, suitable people, safeguarding training and supervision of staff. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 15 June and the 29 June 2026, we carried out a regulatory call. We found that the provider was not meeting some of the requirements but had taken steps to address this. They have ensured that staff have completed additional training on safeguarding and whistle blowing. Additionally, they have spoken to staff regarding the importance of not bringing hazardous items into the setting or rooms where children are cared for. The provider will be able to give parents further information about this.

The provider remains 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](#).

