

Complaint about childcare provision

Ref: 2586518/6275713

Date: 26 May 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 20 January 2026, we received concerns that the provider was not meeting requirements relating to suitable people and changes that must be notified to Ofsted. We suspended the provider's registration on 20 January 2026, because we believed children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so. On 22 January 2026, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We were satisfied that the identified risk of harm to children had been removed by the provider's implemented risk assessment.

On 3 February 2026, 5 February 2026, 10 March 2026, 1 April 2026 and 20 May 2026, we completed regulatory visits and calls. We found that the provider had failed to notify us of allegations of harm or abuse within 14 days. This is an offence. Additionally, during the regulatory call on 20 May 2026, we found new areas of concern relating to safeguarding policies and procedures, and children's safety and welfare.

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 5 June 2026:

- ensure you have a secure understanding of the procedures to follow in order to safeguard children

We will monitor the provider's response to ensure the action is successfully completed.

On 4 June 2026, the provider responded to the action set and on 16 June 2026, we carried out an inspection. The report card and inspection outcome will be published in due course. 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](#).