

Complaint about childcare provision

Ref: 2590146/6218662

Date: 22 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 13 November 2025, the provider notified us about matters relating to safeguarding policies and procedures and suitable people. 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 any significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 22 and 30 December 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures; suitable people; safeguarding training; health and information; record keeping and other legal duties.

On 8 April 2026, we received further concerns that the provider was not meeting requirements relating to safeguarding policies and procedures; whistleblowing; suitable people; concerns about children's safety and welfare; supervision of staff; health and supporting and understanding children's behaviour.

On 8 and 13 May 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has strengthened their policies and procedures regarding equality and inclusion. This helps to ensure an inclusive approach towards staff practice in terms of their roles and responsibilities in the nursery. Furthermore, it helps to promote a respectful and inclusive environment for children. The provider has also reviewed and updated their social media procedures to ensure confidentiality and to protect children and families' privacy.

The provider will be able to give parents further information about this. 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](#).