

## **Complaint about childcare provision**

Ref: 2591660/6266175

Date: 19 March 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](http://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.

In January 2026, we received concerns that the provider was not meeting requirements relating to safer recruitment, ratios, and safeguarding procedures.

On 17 February 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 24 February 2026:

- Leaders need to ensure all staff have secure and up to date knowledge of the correct escalation routes for reporting poor or unsafe practice, in line with local safeguarding partnership procedures
- Leaders need to implement a strengthened monitoring procedure to ensure all safeguarding reporting processes are robust, enabling timely action, accurate recording and appropriate escalation.

On 18 February and 27 February 2026, the provider responded to the actions set. Leaders have ensured that all staff now hold secure, up to date knowledge of the correct escalation routes for reporting poor or unsafe practice, fully aligned with local safeguarding procedures. In addition, leaders have implemented a strengthened monitoring process that ensures safeguarding reporting is consistently robust, with timely action, accurate documentation and appropriate escalation. 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](#).