

## **Complaint about childcare provision**

Ref: 2621544/6221766

Date: 26 February 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](https://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 28 November 2025, we received we received a notification from the provider. On 25 November 2025, we received linked concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, safeguarding policies and procedures, staff: child ratios, safety of premises, organising premises for confidentiality and safeguarding, risk assessments, information for parents and carers, complaints and changes that must be notified to Ofsted. 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 26 February 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. They have reviewed procedures for escorting children to and from toilets as well as moving all children's coats and bags; to be sure they are more accessible to them. The provider stated this means that larger groups of children are not taken out of the setting unnecessarily. They stated that they continue to risk assess to be sure that children are safe and secure when attending the setting.

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](#).