

Complaint about childcare provision

Ref: 2623532/6245155

Date: 26 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 November 2025, we received concerns that the provider was not meeting requirements relating to suitable people, information and record keeping and other legal duties.

On 10 and 11 March 2026, we carried out regulatory telephone calls. 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 26 March 2026:

- supply Ofsted with the necessary information to carry out and complete required suitability checks for committee members
- maintain a written record of any complaints and their outcome.

On 26 March 2026, the provider responded to the actions set. We found that the provider has strengthened their understanding of the roles and responsibilities of the committee and all active committee members have completed the required suitability checks. The provider has updated their complaints procedure and ensured that any complaints received, including the outcome, are clearly recorded. 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.