

Complaint about childcare provision

Ref: 2624764/6195715

Date: 14 January 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 29 October 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, safeguarding training and information and record keeping.

On 9 January 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. We found that the provider had revisited the safeguarding policies with the whole team, including those with lead roles for safeguarding and that all staff have been booked onto refresher training for safeguarding with the local authority. We also found the nominated individual had refreshed their knowledge of notification to Ofsted. This means that all staff are aware of their roles and the action to take in the event of a concern about a child and that leaders are aware of what information must be notified to Ofsted.

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](#).