

Complaint about childcare provision

Ref: 2635590/6433748

Date: 29 June 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 18 June 2026, we received concerns that the provider was not meeting requirements relating to suitable people.

On 25 June 2026, we carried out a regulatory visit. During the regulatory visit, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, we issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 9 July 2026:

- ensure the safeguarding policy is up to date and in line with the requirements of registration

- ensure an effective two-way flow of information sharing is established with other settings that children attend.

On 2 July 2026, the provider responded to the actions set. We found that the provider had updated their safeguarding policy so it is in line with the requirements of registration. They have also implemented procedures to establish partnership working with other settings that children attend. 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](#).