

Complaint about childcare provision

Ref: 2638081/6275890

Date: 2 April 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 20 January 2026, we received concerns that the provider was not meeting requirements relating to qualifications, training, support and skills, staff: child ratios, Safety and suitability of premises, environment and equipment, and other legal duties.

On 2 April 2026, we carried out a regulatory telephone call. We found the provider had failed to notify Ofsted of information about an allegation. The provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 16 April 2026:

- ensure that the Local Authority Designated Officer (LADO) is informed of all allegations that come to the attention of leaders and managers.

On 10 April 2026, the provider responded to the action set. The provider assured us that all allegations that come to the attention of leaders and managers are dealt with following the correct procedures, which includes notifying the LADO. The provider explained how leaders and managers understanding of this procedure is checked and confirmed.

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.