

## **Complaint about childcare provision**

Ref: 2645196/6242457

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](http://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 11 December 2025, we identified concerns that the provider was not meeting requirements relating to suitable people and safety and suitability of premises, environment and equipment.

On 12 January 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements in relation to suitable people. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 26 January 2026:

- Apply for new criminal records checks, including supplying all necessary information to the relevant agencies, to ensure that Ofsted can complete suitability checks.

We will monitor the provider's response to ensure the action is successfully completed. The provider is still registered with Ofsted.

On 19 January 2026, the provider responded to the action set. We found that the provider has applied for the required checks. We will continue to monitor the outcome of the checks.

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](#).

