

Complaint about childcare provision

Ref: 2656507/6434434

Date: 2 July 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 22 June 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 30 June 2026 we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 14 July 2026:

- ensure that safeguarding records support all practitioners to be alert to any issues of concern in the child's life at home or elsewhere.

On 15 July 2026, the provider responded to the action set. We found that the provider had revised the process for recording safeguarding matters that ensures all practitioners are alert to concerns about children to inform their practice.

We are satisfied the provider has met the safeguarding and welfare action 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](#).