

Complaint about childcare provision

Ref: 2665960/6274630

Date: 26 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 16 January 2026 we received concerns that the provider was not meeting requirements relating to the safeguarding policies and procedures; concerns about children's safety and welfare, supporting and understanding children's behaviour.

On 1 April 2026, the provider notified us about matters relating to safeguarding policies and procedures; concerns about children's safety and welfare, safety and suitability of premises, environment and equipment, information and record keeping.

The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider to look after children.

On 22 June 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 3 July 2026:

- ensure that confidential information and records about staff and children is held securely, while remaining easily accessible and available to those who have a right or professional need to see them
- improve your knowledge and understanding of changes that must be notified to Ofsted, particularly in relation to any change to the person managing the early years provision.

On 3 July 2026, the provider responded to the actions set. We found that the provider had improved their management of required records. Their revised practices also help to ensure that documentation is now easily accessible. The provider has refreshed their understanding of the notification requirements and demonstrates that clear procedures are now in place to ensure significant events are notified to Ofsted in a timely manner.

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](#).