

Complaint about childcare provision

Ref: 2671742/6288437

Date: 14 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 30 January 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare and safeguarding training.

On 4 February 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 4 March 2026:

- ensure any concerns about children's welfare are reported promptly to local safeguarding agencies to ensure their safety
- ensure all those with lead safeguarding roles understand the Local Safeguarding Partnership thresholds and know how and when to take action when safeguarding concerns are identified.

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

On 25 March 2026, the provider responded to the actions set. We found that they had strengthened their understanding and application of Local Safeguarding Partnership

thresholds. 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](#).