

Complaint about childcare provision

Ref: 2678745/6185050

Date: 26 January 2026

Summary of outcome

All outcome summaries 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 18 October 2025, we received concerns that the provider was not meeting requirements relating to: suitable people; whistleblowing; learning and development considerations; safeguarding policies and procedures; supervision of staff; and information for parents and carers.

On 20 November 2025, 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 21 November 2025:

- ensure children are consistently supervised while eating
- ensure safe sleeping routines are consistently followed.

Actions needed by 19 December 2025:

- ensure staff, including management, are trained in the procedures for how to manage and monitor allegations of abuse against other staff
- ensure staff practice is more consistently monitored by management, so that staff receive effective coaching and support to improve their practice.

On 21 December 2025, the provider responded to the actions set. We found that the provider had reviewed their policies and procedures in relation to safer eating, sleeping and safeguarding, with all staff. Further training has been undertaken and additional monitoring of staff practice implemented, all of which contributes to maintaining children's welfare. 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](#).