

Complaint about childcare provision

Ref: 2683803/6259753

Date: 3 March 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, 5 January 2026, the provider notified us about matters relating to 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 any person who cares for/is in regular contact with children on the premises.

On 26 February 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. They held supervisions with staff to clarify their roles and responsibilities. Further training was undertaken by staff to support children with special educational needs and/or disabilities. Policies and procedures were reviewed and strengthened, with all staff receiving training to ensure they understand and can implement these to maintain children's welfare.

The provider will be able to give parents further information about this. 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](#).