

Complaint about childcare provision

Ref: 2684856/6304889

Date: 1 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 16 February 2026, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment; suitable people; concerns about children's safety and welfare; safeguarding policies and procedures, and information and record keeping. On 17 February 2026, the provider notified us about matters relating to the same requirements.

We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has taken steps to ensure that staff have received training in supporting children's behaviour. In addition, they have provided training to improve staff knowledge of safeguarding policy and procedures, including whistleblowing. The provider has supported staff to improve their understanding of working professionally with parents, and addressing complaints as required.

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.